

The purpose of the thesis was to analyze the inbound supply situation of the Test Hardware Supply department of Ericsson Estonia Ltd and propose suggestions for improvement. The problem and the reason for writing the thesis was the insufficient availability of figures and information concerning inbound supply, which conduced to difficulties in defining possible improvement opportunities. The scope included observing the information about purchase orders conducted in the department in a nine month period. Methodology used by the author included data processing for the creation of informative figures and interviewing the employees of the department under observation.

In the thesis it was found that certain product categories and groups differ significantly, therefore the purchasing of them should be managed differently. Changes of inbound supply figures over three periods were observed and significant alterations were found, for example concerning the lead time and exploitation of different vendors. Improvement suggestions concerning vendor management, purchasing, lead time reduction and work processes were proposed.

The thesis contributes to the creation of an effective and efficient inbound supply management system in Test Hardware Supply department of Ericsson Estonia Ltd.