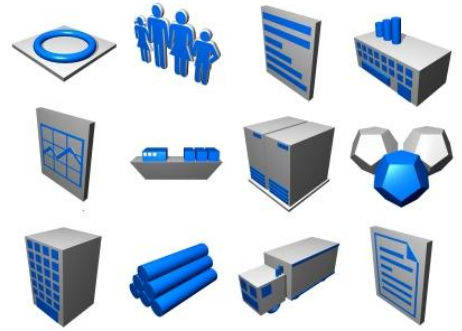


# TOUCHPOINT CHANGE!



## Supply Chain Transformation

As organisations go through 2009, demand will remain unpredictable and it is a fair bet that for some that it will fall. Increasing the agility in the supply chain will be key to keeping costs under control whilst maintaining service levels. Improving supply chain relationships will be key to this so as to reduce cycle times and inventory.

Supply Chain Transformation Services from Touchpoint Change take a holistic view of performance to identify changes that will maintain alignment across all parties whilst remaining agile for the times ahead. There is always a risk that the supply chain will become unbalanced, resulting in a higher cost of operation and an increase in obsolescence and over-supply. The supply chain's many inter-dependent activities must be kept synchronised, with all parties working together effectively to match demand closely - even during volatile times.

Our services include:

**Supply Chain Strategic Review** - an end to end review of the supply chain - material and product sourcing, manufacturing and processing, storage and distribution, to your client or final end customer. This review cuts across traditional silos and can integrate with sales and customer service to get the required response time and lowest delivered cost.

**Operations Design** - an operational efficiency service to create effective processes, supported by well trained people, appropriate IT solutions and well managed external partners.

**Manufacturing** - improving internal processes and external communications to enable the organisation and its suppliers to work better together and minimise the total cost and working capital.

**Strategic Procurement** - to minimise the total costs of raw and packaging materials - mindful of quality and obsolescence.

**Third Party Contracts** - establishing cost effective and best value sourcing for subcontracted manufacturing, distribution, warehousing and customer service.

**Lean** - applying the Lean principles to all sections of the supply chain to eliminate waste and create an agile operation at the best balance of cost, responsiveness and flexibility.

Our specialists in supply chain design have tackled these issues many times across industries and bring a wealth of expertise and knowledge. We recognise that positive change in one area can sometimes be detrimental to the supply chain as a whole, so our recommendations focus on overall benefits rather than improvement in one area at the expense of another.

In addition to this focused analysis and fresh thinking, you will benefit from the transfer of our expertise into your organisation so that the benefits of the changes are sustainable and the internal team can continue to build on them.

**0845 1301 357**

**Info@TouchpointChange.co.uk**

... helping your people transform your business ...  
... delivering the benefits of change ...

Business Change Management  
Customer Service Improvement  
Lean Transformation

# **TOUCHPOINT CHANGE!**

## Creating An Agile Supply Chain

We typically address the multiple challenges of supply chain transformation using the approach outlined below. Our specialists consider best practice and work to apply it appropriately to your particular organisation. We agree a clear project plan which suits your timescales and priorities, to deliver a predictable & well managed project.

### Scope

Working with you and your team we establish the current status, identify areas to be addressed, then define the expected outcomes and desired end state. At this point we can calculate the potential gains and complete a cost/benefit analysis.

### Plan

We document recommendations and findings, and an outline business case for short, medium and long-term improvement. We can present it to the key stakeholders and discuss implementation options, creating a project plan that we know is realistic and deliverable.

### Deliver

Our Practitioners can carry out the work if your people have other priorities, or we can act as project managers to help your staff deliver the project on time, on budget and with the expected benefits.

### Skills Transfer

Throughout the process we identify areas for development of your staff via on the job learning, training events, coaching or ongoing support for projects.

### Transforming Your Supply Chain

#### Key Questions

##### Operations

Is your supply chain delivering the product at the lowest cost and the required levels of customer service?

##### Procurement

How do you achieve better unit costs whilst maintaining supply continuity and quality?

##### Manufacturing and logistics

How do you balance the resources to maintain service levels within tough cost constraints?

##### Financial

How do you get better visibility of your total supply chain costs to reduce unit cost and wastage?

##### Sales and service

Is your supply chain consistently delivering your promises against the customers' cost demands?

### CASE STUDY

A fresh foods distributor had outgrown their warehouse space and wanted to size a new warehouse to allow further growth. We started the work but our analysis showed that 20% of stock was redundant and a further 20% was slow moving. Analysis showed that the reasons behind this were inefficient processes, an outdated and ineffective IT system, and inefficient use of storage space. We revised the strategy and implemented our recommendations which:

- avoided the cost of a larger warehouse and the disruption of relocating
- grew the business a further 25% using the existing space and staffing levels
- improved operational efficiency and its processes
- released the value of the inactive stock back into the business

The financial benefits were significant and the client was well placed to continue sales growth.

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