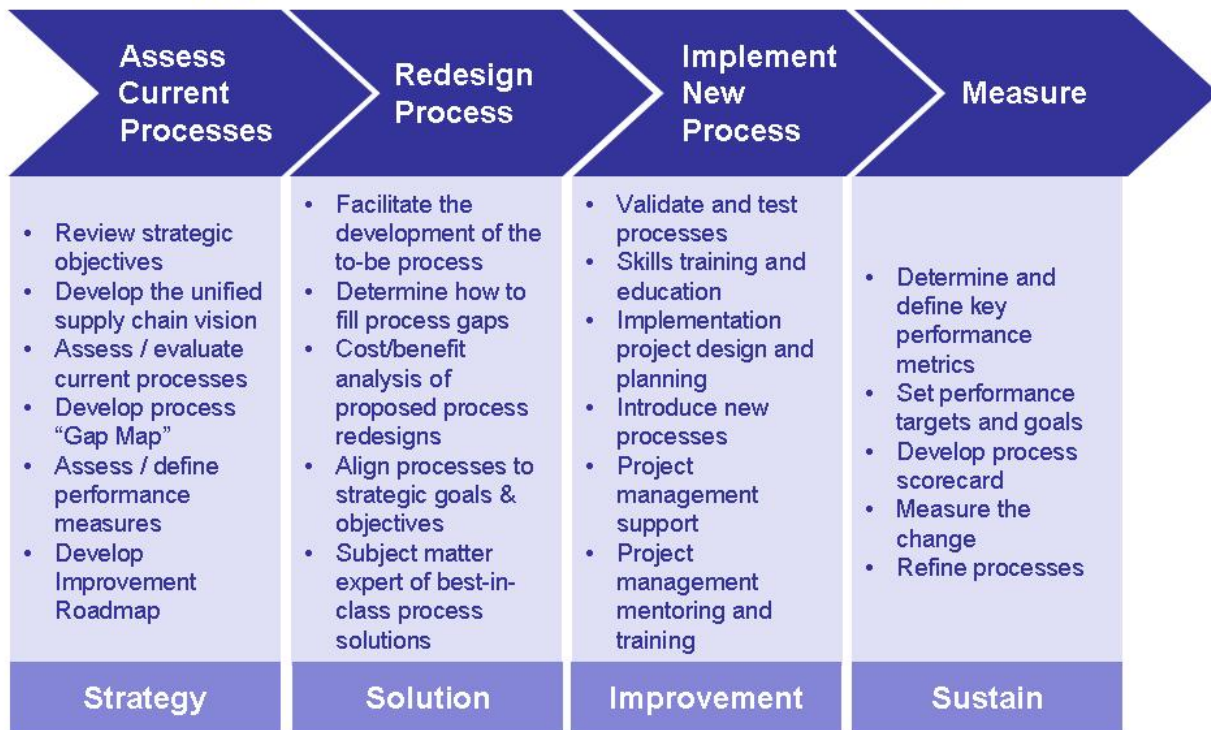


Business Process Redesign

Supply Chain Visions is a specialized consulting firm dedicated to assisting companies with supply chain strategy development, implementation and education. Our expert advice and collaborative approach help clients develop solutions that are strategic as well as practical, cost effective and focused on driving measurable performance improvements.

All of our partners, principals and associates bring a unique blend of consulting, practitioner and general management experience to the firms we work with. This blend of skills ensures that solutions are both practical and cost effective. Supply Chain Visions uses a structured approach to business process redesign, assessing your current processes, developing new processes, supporting the implementation of new processes and developing measurements to track improvements.

Supply Chain Visions Business Process Redesign



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Assess Current Processes

Effective process redesign begins by clearly defining the business problem your company is seeking to solve and the goals you are trying to achieve. Supply Chain Visions consultants will work with your team through a facilitated workshop to develop a vision for your supply chain that is aligned to your strategic goals, objectives and to your supply chain processes. It is

critical that the team has a single vision of the future supply chain, based on your firm's restrictions and requirements. We call this consensus the unified supply chain vision.

We then work with your team to assess and document your current businesses processes in the supply chain area we will be addressing. To get a quick win we often ask, "Where are you having the most pain?" This helps to focus on which processes to assess. We go on to a systematic approach of evaluating your key processes on the *importance to your company* and *importance to your customer* and to assess gaps between your current process and the best in class process for your industry.

In a workshop setting we will develop a graphical "Gap Map" that shows performance across all of the processes examined, documenting both the current state of a particular process as well as our recommendation of a suitable improvement target for that process.

After your team has agreed on its unified supply chain vision and assessment, a *Roadmap* can be readily developed to prioritize process redesign and improvement efforts. All process redesign work will be based on this Roadmap. This joint approach to developing your organization's Roadmap is critical because it ensures that the new processes/solutions developed will have user buy-in.

Redesign the Processes

Supply Chain Visions takes the approach that *the new process must benefit the user as well as the customer*. If the revised process does not make the user's life easier, they will stop doing it and revert to their old ways (or worse). And if it doesn't benefit the customer of the process, then you should not do it in the first place.

Utilizing a lean methodology – essentially to find and eliminate waste in the process, we work with your team to answer the following questions.

- ❖ Does the process add value for the customer?
- ❖ Is the process required to manage or control the business?
- ❖ What process and/or technology improvements could be utilized to achieve the desired results?
- ❖ Can the steps in the process can be consolidated to reduce or eliminate hand-offs between individuals and/or groups?
- ❖ What is the cost/benefit of improving the process?

Supply Chain Visions will support your team in determining the best process steps to ensure processes are aligned to the unified supply chain vision and that the new processes achieve the desired results. This joint approach to developing the redesigned processes is critical because it ensures that the new processes will have user buy-in.

Implement the New Processes

Supply Chain Visions can also help your team develop an implementation plan that will include process validation, training, project planning and project management. The goal is to ensure that the redesigned processes will contribute directly to the company's operational and financial objectives. And that new processes will remain in practice after Supply Chain Visions completes its on-site work.

Measure

Defining appropriate measures to assess improvement from the new processes is critical to long term success. Supply Chain Visions will assist your team in setting performance targets and goals so that improvements from new processes can be measured and processes refined and improved.

Achieving Sustainable Change

Sustainable change requires that we tailor each engagement to the client's individual needs and circumstances. In some cases, an engagement will begin with a structured assessment and gap analysis. In others, we are brought in to diagnose a known problem, identify the root cause, and develop a strategy to resolve the business problem. In addition, we are often engaged to project manage implementation of the solution.

The Supply Chain Visions philosophy is to “teach a company to fish” rather than bring in herds of consultants costing thousands of dollars which generally wind up as “Vinyl Binder” studies that sit on a book shelf. Instead Supply Chain Visions works to “coach” client employees/teams through the projects they are tackling by embedding our consultants as part of the client team, serving an educational role as much as a consulting role.

In all cases, our clients are closely involved in each step of the project. We provide the guidance and subject matter expertise, and the client team provides the corporate knowledge and long term commitment to sustainable change. This lessens the cost to the client, and dramatically improves the chances of project success. This unique approach leaves the client team better able to enact genuine and enduring change in the organization in support of strategic objectives.

Areas of Process Knowledge

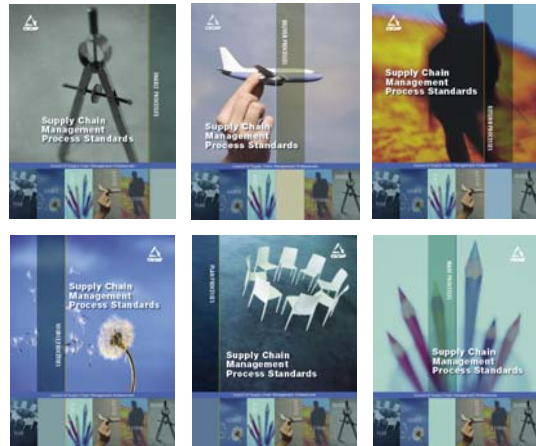
The Supply Chain Visions team has a broad experience across many industry verticals and can assist you with your process redesign efforts in the following process areas:

- ❖ Strategic Planning
- ❖ Demand Management, Forecasting and Planning
- ❖ Inventory Management, and Inventory Control
- ❖ Sourcing and Supplier Management
- ❖ Procurement
- ❖ Inbound Materials Management
- ❖ Quality Management and Metrics
- ❖ Manufacturing and Lean Processes
- ❖ Product Introduction
- ❖ Order Management
- ❖ Warehousing, Fulfillment and Distribution
- ❖ Customer Service
- ❖ Returns Management and Reverse Logistics
- ❖ Technology / Tools Development
- ❖ Outsource Supplier Management
- ❖ Enterprise Support Processes

Our credentials

Supply Chain Visions authored the *Logistics and Supply Chain Process Standards* on behalf of the Council of Supply Chain Management Professionals (CSCMP). These Standards are based on the Supply Chain Visions proprietary *Catalog of Best Practices* tool, which provides additional detail and scoring breakdowns for focused process assessments.

Our partners - all of whom are recognized *Supply Chain Visionaries*, have published or appeared in over 75 articles and books on supply chain management and are popular speakers at industry conferences and universities.



In addition, Supply Chain Visions assists over a dozen universities as adjunct and guest faculty - bringing practical and engaging lectures to a broad range of Universities. Supply Chain Visions has taught classes at the University of Washington, Georgia Southern University, University of Missouri, University of Oregon, Seattle University, Ohio State University, Stanford University, Tufts University, Seattle Pacific University, University of Dubai, Texas Christian University, Auburn University, University of Nevada, and the China Development Institute.

Supply Chain Visions also maintains close affiliations with industry groups acting as a *Subject Matter Expert* for supply chain benchmarking and performance management for the following professional associations:



Please feel free to contact Supply Chain Visions to discuss your requirements or email us at info@scvisions.com.