Guest,

Welcome to:

Operational Excellence from Service to Delivery

Presented by
Lighthouse Consulting Services, LLC

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Featured Guest:
Ted Margison
30 years experience in operations management and process improvement
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Email: tedm@pebblellc.com
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Host:
Dana Borowka, MA
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- In-depth Workstyle & Personality Assessments
- Interpersonal Coaching
- Workshops - Cracking The Personality Code
- Career Guidance
Obstacles to Operational Excellence

- 4-wall approach
- Assumptions about customers and suppliers
- Lack of accountability

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The Right Focus for the Right Results

- Predictability for the entire supply chain
  - Map decision points find the blind spots
- Focus on business goals
  - Keep it simple for quick wins

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Case Study 1 – Service Level Crisis

- Nothing working
- Blind spot: customer decision-making processes
- Helping customers manage decisions yields dramatic benefits

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Case Study 2 – Strategy Disaster Avoided

- Wrong understanding of customers’ processes
- Interviews uncover large opportunities
- Simple efforts provide large gains
- Suppliers’ benefit benefits company

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Case Study 3 – Include Sales Efforts

- What customer asks for is not always what customer wants
- Align your win with their win
  - What are they measured on
- Manage demand – everyone wins
Case Study 4 – Not Just Your Operations

- Quoting nightmare
- Helping suppliers
  - Reduces Cost Of Goods Sold
  - Eliminates large volume of tedious work

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Where Are Your People

- Accountability not an issue – yes it is
- No excellence without effective accountability
Summary

- Look at the ‘big picture’
- Map decision points – find the ‘blind spots’
- Focus on quick wins
- Clarify accountability

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Thank you for attending our Operational Excellence from Service to Delivery

Click Here to contact our Featured Guest directly.

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