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*Bringing effective **insight**
to your organization SM*


Open Line

Guest,

Welcome to:

Operational Excellence from Service to Delivery

Presented by
Lighthouse Consulting Services, LLC

To print program slides, click here: 



Featured Guest:

Ted Margison
30 years experience in operations management and process improvement

Phone: (424) 262-5265
Email: tedm@pebblellc.com
Website: www.pebblellc.com

Host:

Dana Borowka, MA
CEO, Lighthouse Consulting Services, LLC

Author of *Cracking The Personality Code*

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- In-depth Workstyle & Personality Assessments
- Interpersonal Coaching
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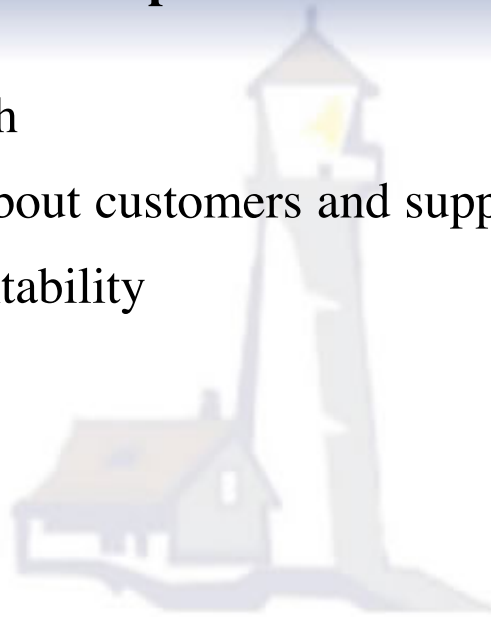


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Obstacles to Operational Excellence

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



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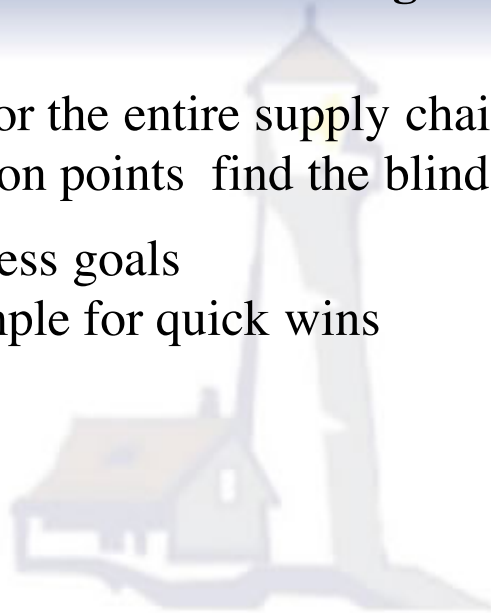


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The Right Focus for the Right Results

- 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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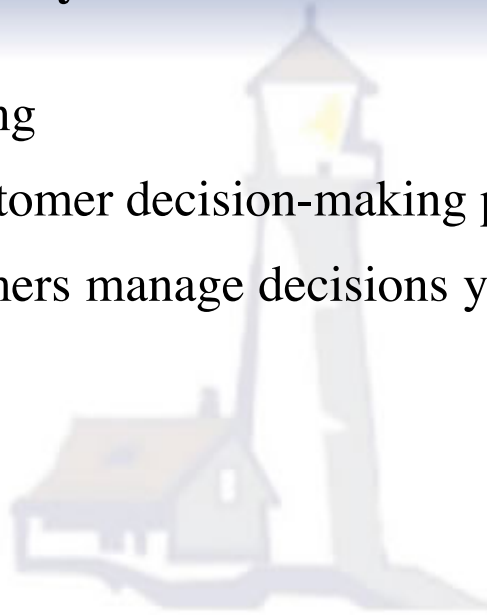


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Case Study 1 – Service Level Crisis

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



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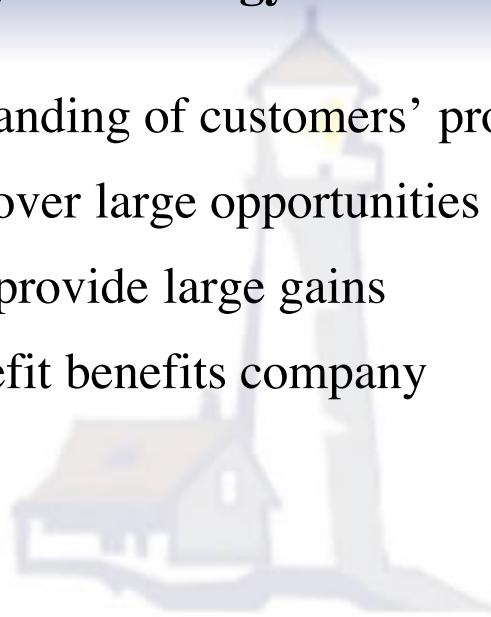


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Case Study 2 – Strategy Disaster Avoided

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



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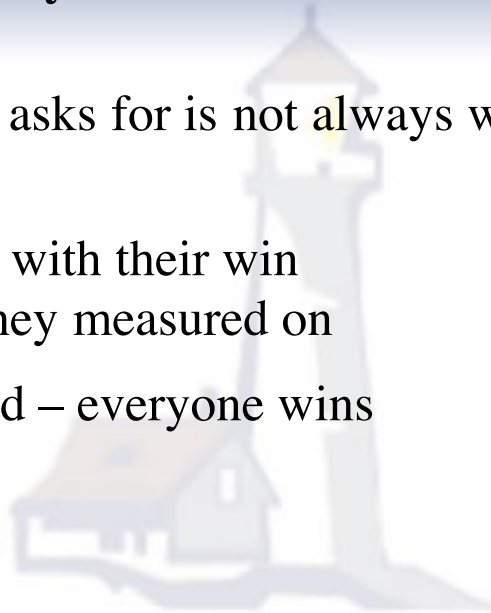


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Case Study 3 – Include Sales Efforts

- 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



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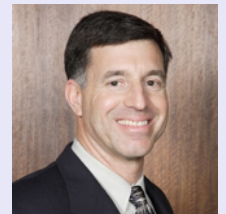
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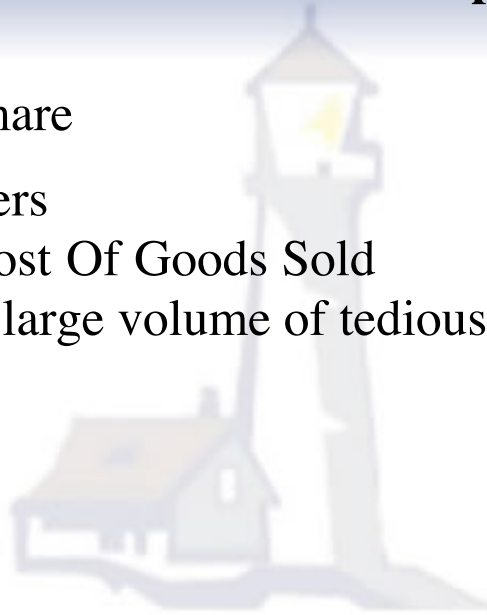


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Case Study 4 – Not Just Your Operations

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



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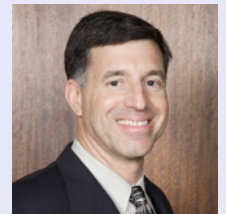
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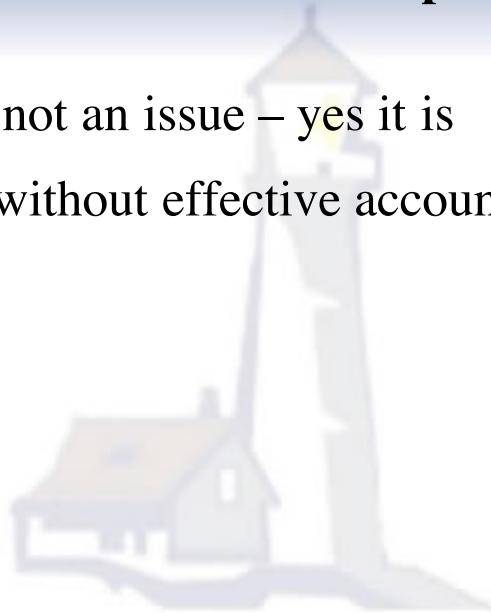


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Where Are Your People

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



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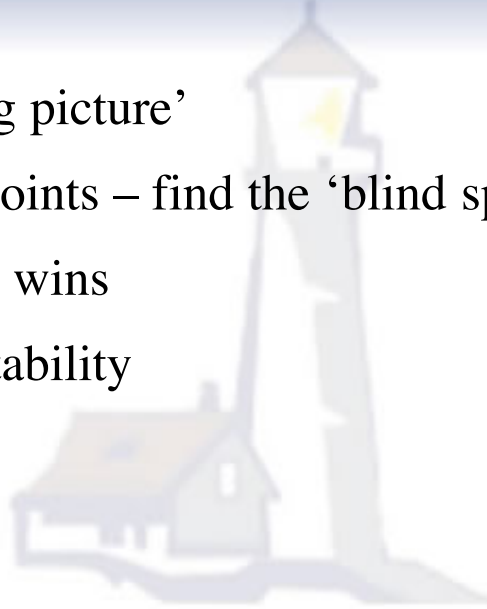


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Summary

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



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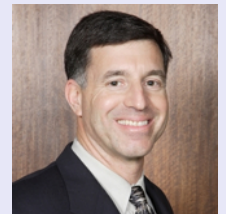
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