



The ACA Group is an alliance of operations and supply chain experts.

Operational Performance Improvement Newsletter

Strategies for Improving Business Performance

January, 2016

 Send to a Colleague

Welcome

We thought supply chain strategies for success would be a good article to kick off the New Year as it is a great time to evaluate plans. Are you changing strategies this year? We are hearing more and more clients who are considering near-shoring and who are thinking of strategically investing into the business (with ERP, hiring, and other plans) - or, perhaps strangely, the opposite is popular as well as we hear lots of stories of owners preparing for and selling their business. Both of these situations will create a need for supply chain talent. Get ahead of the curve and find, retain, develop and train your supply chain talent.

Join us at the West Coast Student Case Competition in Burbank. We are sold out with teams coming from around the world and with 7+ teams on the wait list. Join us to listen to student presentations on Friday night, 2/19.

What topics would you like to hear more about this year? Let us know. We plan to do some Q&A interviews and would love to hear your input on what is most pressing for you.

If you have questions or would like to learn more about how you can work with us, please contact us.

How ERP Can Improve Your Customer Service

The ACA Group Partner Spotlight

By [Doug Howardell, CPIM, PMP](#)

Customer service is a lot more than how you treat your customers at the point of sale. Customer service is also delivering a quality product, at a fair price and delivering it when it is promised. Modern Enterprise Resource Planning (ERP) systems are designed to help improve customer service in those key areas.



There are many ERP systems on the market today. Some are designed to be used by Fortune 500 multi-nationals and some are designed to be used by small specialty manufacturing companies.

What all the best ERP systems have in common, no matter where they fall along the size scale, is they are designed to provide all the functions that a manufacturing or distribution company needs to run the business in a single, integrated package.

[Read the rest of the article](#)

Supply Chain Strategies for Success

By Lisa Anderson, MBA, CSCP

If there is one area that changes on a seemingly daily basis, it is your end-to-end supply chain. World events change it. Natural disasters impact it. Security concerns dictate it. And customers' changing expectations drive supply chain change. How do we keep up with it all?

As opposed to talking about the latest supply chain trends, I thought it might be valuable to think about



**James P. Strong, CPIM,
CPM, CSCP**

Focused on "Supply Side" management, a strategy for improving profitability and competitive advantage.

Jim Strong is an independent consultant and trainer. He has over 20 years management and consulting experience, and has product and process knowledge in pharmaceuticals, electronics, plastic and rubber molding, metal fabrication, and aerospace products. [more](#)

Service Focus:

Lean Enterprise

**Grow Your
Business While
Reducing
Overhead**



Would you like to:

ways to keep up with supply chain changes which could be critical to your success:

- Pay attention: Look at your trends. What is changing? Are customers ordering smaller packages? More interested in packaging? What is happening?
- Ask your employees: I guarantee that you'll be amazed at the valuable information your employees have tucked away in their minds. Ask them what they see. Ask them what they have to do more of lately - and why. If you don't ask, you won't receive!
- Ask your customers: Pick up the phone or get in the car/plane and go find out what is

[Read the rest of the article](#)

The ACA Group:

Additional Resources

Access [The ACA Group](#) library of materials on [Enterprise Resource Planning](#), [Organizational Development](#), [Lean Enterprise](#) and [Supply Chain Management](#).

- Develop or refine your strategy?
- Improve cash flow, efficiency and service levels?
- Increase throughput?
- Reduce waste?
- Develop a meaningful list of improvement projects?
- Create a learning organization?
- Improve company culture and decision making?

[Learn more about our Lean Enterprise Services.](#)

We also have countless articles on lean strategies.

Grab a few tips on our **[articles page.](#)**



UPCOMING EVENTS

APICS Lean Enterprise Workshop

Starting February 13, 2016

Corona, Calif.

APICS-SFV CSCP Class

Starting February 17, 2016

Valencia, Calif

Mark Your Calendars:

APICS-SFV CPIM SMR Capstone Class

April 2016

APICS-IE Spring Executive Panel & Networking Symposium

April 30, 2016

Corona, Calif.



The ACA Group is an alliance of operations and supply chain management experts who partner with organizations to improve business performance



The ACA Group

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