



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

Operational Performance Improvement Newsletter

Strategies for Improving Business Performance
2016

September,

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Welcome

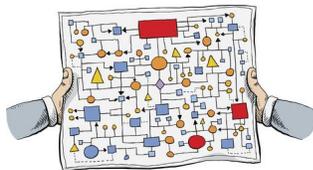
As we head into the last quarter of the year, think about whether you are prepared for year-end. What do you want to accomplish yet in 2016? How about getting ready to kick off 2017 with gusto?

We are seeing an uptick in executive interest in leveraging technology (and new ERP systems) to take advantage of superior technical capabilities to automate, improve customer service, make their businesses more scalable - and they are starting to see the strategic value of data and getting closer to their customers.

Building on this theme, we are featuring articles about unscrambling a challenged system implementation (unfortunately these occur all too frequently) and the critical importance of customer service. Please send us your feedback. Enjoy!

Unscrambling a Challenged System Implementation

By [Lisa Anderson, MBA, CSCP](#)



From time to time, we receive a call from a client dealing with a challenged ERP implementation. Unfortunately, "challenged" is a nice word for most of these! Of course, by the time the client calls, they have spent a lot of money and are frustrated which isn't a great starting point because unscrambling the situation is never an easy endeavor - assuming you want to provide service and make money.

Unscrambling these scenarios requires a unique combination of skills:

The ACA Group Partner Spotlight



1. **System thinking** - as odd as it sounds, there is NOT a need for experience in the specific system. Certainly, it might add value but the most important skill is system thinking - connecting the dots in terms of how systems work, down-the-line impacts, how they'll integrate with other process steps etc.
2. **Business process expertise** - we find that this is a critical component. There are always several ways to perform a certain role or accomplish a task. Some of the ways will create positive down-the-line impacts while accomplishing your goal and some will work perfectly well for you (and might even be faster) but will create negative down-the-line impacts. The complication is that no documentation will tell you about these. This is where having "been there and done that" with multiple systems and process combinations is required.

[Read the rest of the article](#)

Why Customer Service Trumps All

By [Lisa Anderson, MBA, CSCP](#)

Although we work on many topics impacting manufacturers and distributors, we have found that the most popular - and vital - is customer service. Prior to the recession, most companies called for our inventory management expertise and how to understand and manage costs (and therefore strategically price); however, since the recession, almost everyone that calls has some element of the customer in their conversation.

As our passion surrounds customer service which must start with your customers (your employees), we love this development. From a financial point-of-view, the customer has a profound impact on business performance. Clients call for every one of these reasons:

- **Business growth** - certainly, you have no hope of growing your business unless you serve your customers well. Specifically, in today's Amazon-impacted world, it must be an assumption.
- **Delivery performance** - unfortunately, there are a vast number of ways companies can get into trouble with delivery performance. There has to be at least 20 different processes that impact whether product and services will be



[LISA ANDERSON, MBA, CSCP](#)
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delivered in a timely basis. And, that is before you talk about people and culture.... If you cannot deliver on time, not only will you incur extra costs in expediting but you'll lose orders (perhaps even ones you don't know about).

[Read the rest of the article](#)

We also have countless articles on lean strategies. Grab a few tips on our [articles page](#).

The ACA Group: Additional Resources

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



UPCOMING EVENTS

APICS-IE Fall Executive Panel & Networking Symposium
Navigating the Global Supply Chain
October 29, 2016
Corona, Calif.

Onshoring Profits
November 2, 2016
No-cost Webinar



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



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