



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

Operational Performance Improvement Newsletter

Strategies for Improving Business Performance

February, 2017

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Welcome

Time is the most critical resource in most businesses today. Customers expect rapid deliveries; executives and sales folks must have instantaneous access to the right information to make decisions and gain new customers and no executive has time in the day to do everything on his/her agenda. Thus, what can we do?

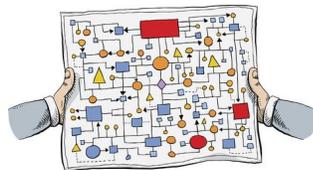
This month's articles provide a few insights. Start by taking a step back to get the facts can seem opposite of quick yet the results can occur quicker. And, staying up-to-speed on our ever-changing environment and the likely impacts can help us stay agile and ready to leverage opportunities and/or to respond rapidly to changing market conditions. Let us know what you think.

We are heading into the END of the 1st quarter. How is your year going so far? Let us know what topics are "hot" that are creating obstacles to success or that would jump start progress, and we'll address them next month.

Start Process Improvement by Getting the Facts - A Case Study

By Doug Howardell, CPIM, PMP

I am often called upon by clients to help them improve one or more of their business processes. Though the industries vary and the processes are different, when asked to help improve a process I always start in the same place. What are the facts; how do we get the facts?



In the case at hand, a client asked me to help them improve their internal deliveries, that is deliveries from component and sub assembly plants to the final assembly plants. This company is very vertically

The ACA Group Partner Spotlight



integrated and these internal deliveries are critical to business success. Senior management was being told the internal delivery performance was impacting deliveries to customers. They had no hard evidence to support or dispute the complaint, so they asked for help.

I started by asking for the facts. My first question was, "What metrics are in place and how do they look?" The answer surprised me. While this company had very good metrics for on time delivery to customers, and good metrics for on time delivery from outside suppliers, they had no metrics for on time delivery from the feeder plants. The first step seemed simple, develop and publish an measure of on time delivery. But that is often easier said than done.

Designing new metric from scratch is not easy. To ensure we had buy in to whatever metric we developed, we got the key players together from both

[Read the rest of the article](#)

Manufacturing Gains

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

As one of the panelists at the Manufacturers' Summit last week said, "Have you ever seen manufacturing in the news more than it has been lately?" Quite an intriguing point....



The Summit had an expert panel on the future of manufacturing - and what the Trump era was likely to bring to manufacturing. The panel was specifically non-partisan and included several heavy hitters including the president of the CMTA (California Manufacturers & Technology Assoc), the president of a local manufacturing company who also sat on the president's export council for many years, the president of the Inland Empire Economic Partnership (IEEP), a manufacturing leader at a global company and the COO of the National Association of Manufacturers (NAM). I definitely took notes.

[LISA ANDERSON, MBA, CSCP](#)
[LMA Consulting Group](#)



Leading expert in selecting & implementing strategic priorities

Lisa Anderson is known for her unique ability to zero in on the critical strategic priorities and bridge the gap between strategy and execution to achieve dramatically improved service levels, accelerated cash flow and increased profits. [more](#)

Service Focus:

ERP

Improve Your Business Processes



The ACA Group system and process experts can help with:

- Defining system requirements and critical success factors
- Writing the Supplier RFP
- Coordinating the supplier demos
- Analysis and recommendation
- Supplier negotiations

[Learn more about our ERP](#)

The bottom line is that manufacturing has much to gain. This ties in with the sentiment of the manufacturers in attendance. How might you gain?

What Should We Consider and/or What Impacts Could Arise?

Let's start with a few highlights and a mixed bag: Exports won't change. Trade isn't dead although costs will likely rise on imports. The use of technology

[Read the rest of the article](#)

[services and how to get your analysis.](#)

We also have countless articles on ERP. 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

2017 CEO Summit

(If you are a CEO and would like to attend as my guest, [email me](#))
College of Business and Public Management
University of La Verne
March 15, 2017
La Verne, CA

APICS-SFV Physical Inventory/ Cycle Count Workshops

April 4, 2017
Valencia, CA

APICS-SFV Value Stream Mapping Workshop

April 7, 2017
Valencia, CA

APICS-IE Spring Executive Panel & Networking Symposium

Navigating the Global Supply Chain
Saturday, May 6, 2017
Corona, Calif.

APICS 2017

October 15-17, 2017
San Antonio, Texas



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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