



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

Operational Performance  
Improvement Newsletter

Strategies for Improving Business Performance

November, 2017

 Send to a Colleague

## Welcome

Hard to believe we are nearing year-end! Are you prepared? Customers expect Amazon-like service all year long. It is also a good time to think about preparations for 2018. How can you kick it off powerfully? If you'd like to strategize with us, please [contact us](#).

Speaking of a great way to kick off the New Year, please [join](#) San Fernando APICS to hear about the latest manufacturing and business technology trends.

We wish you all the best as the holiday season is in full swing!

## 5 Steps to Significant Process Improvement

By Doug Howardell, CPIM, PMP

Over the last couple of months I've been working with a client on making significant improvements to their business operations. The 5 step approach we've been using can be instructive to others who want to improve their own business processes in a logical and methodical manner.

## The ACA Group Partner Spotlight



**Mike Letson**

CPIM, CSCP, Certified Scrum Product Owner, Lean Six Sigma Green Belt and DMAIC Black Belt

Focused on developing



A little background on the company will help give context to the steps we followed and the results we

achieved. This is a service company. They provide highly skilled labor, and specialized equipment to their customers. My client's employees are on location at their customers' sites on a daily basis for years at a time. They have staff spread out across the country at about 100 customer sites. Every customer site is different, with different needs and different contractual arrangements.

**Step 1. Document the As-Is processes-** Our first step was to create a process map of the existing

[Read the rest of the article](#)

## Blockchain Anyone?

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

One of the most fascinating speakers at the APICS conference talked about the value of blockchain. I knew to pay attention because the former head of the Drucker supply chain program also specifically noted the down-the-line value of blockchain, and I'm glad I did!

### Immediate Benefits of Blockchain

Blockchain had some immediate potential down-the-line application for a key client. It is certainly good to be on top of emerging technologies and related applications. Are you considering out-of-the-box applications you might have dismissed previously?



### Bitcoin and Blockchain

The first application of blockchain was bitcoin - which didn't really inspire my interest. On the other hand, when you look at it like a

leadership skills for business improvement.

Mike Letson has variety of leadership experience working with Fortune 500 companies as well as small and medium-sized business across a multitude of industries. He has served key roles in supply chain management, manufacturing operations, repair and overhaul, quality and sales.

[more](#)

## Service Focus: ERP

Make the Changes You Need.



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- Accelerating cash flow
- Increasing margins & profitability
- Elevating customer service & satisfaction

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## 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

**Manufacturing and Business Technology Trends**  
January 18, 2018  
APICS- San Fernando Valley Chapter

**APICS 2018**  
September 30 - October 2, 2018  
Chicago, IL



*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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