

Case Study

Coaching: Positioning a New Leader for Success

Challenge

A senior manager in supply chain management needed guidance in aligning the operations and supply chain teams to support both increased sales volumes and Sarbanes-Oxley requirements.

Result

- Passed first year Sarbanes-Oxley audit with no significant or material exceptions
- Completed a successful, first, complete physical inventory and implementation of cycle counting programs, which increased inventory record accuracy from unknown levels to 98%
- Standardized and shared best practices across sites to drive operational improvements

What We Did

Provided coaching and mentoring to help the new leader establish:

- A supply chain vision
- A collaborative effort with the operating units focused on goals and measures
- Dashboard metrics inclusive of a sales and operations planning process
- A rigorous follow-up, tracking and communication process

