



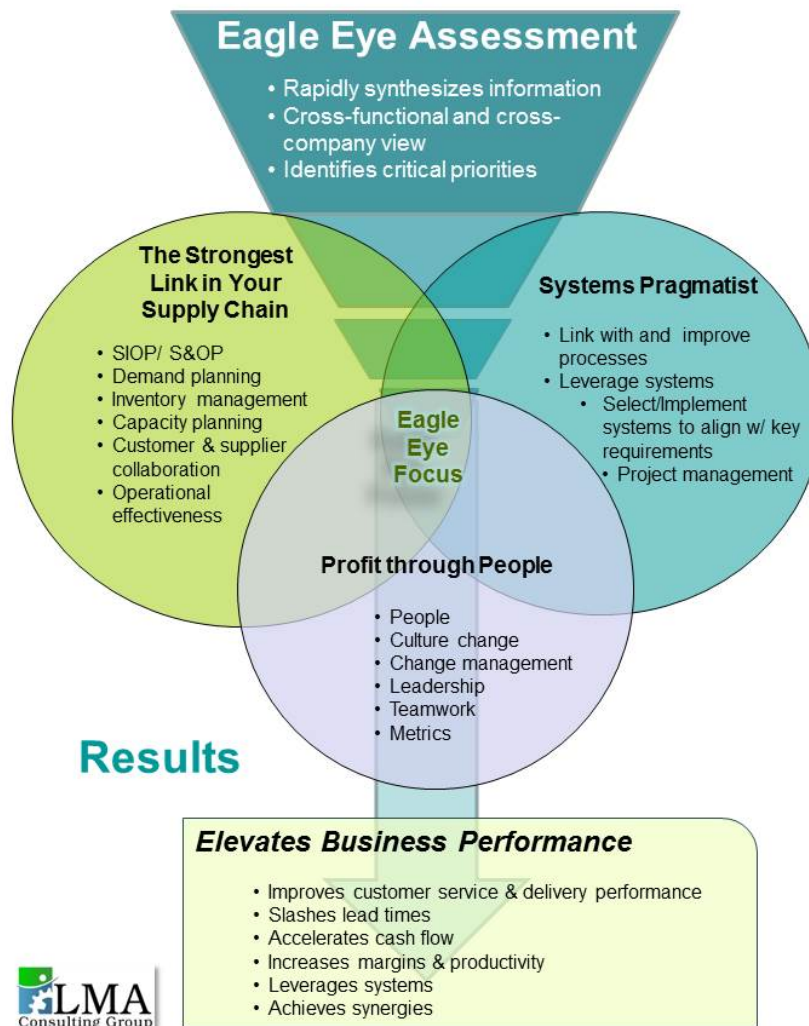
August 2014 - Issue #102

Welcome from Lisa

I had a great August - spent time with family in Prescott (and everyone is doing pretty well...), spent a long weekend in NC visiting friends I've been close with since high school, spent another weekend in Long Beach with good friends and am going back to AZ to see my family soon. What else can I ask for?

I'm excited to be able to introduce my new Manufacturing Connector (SM) graphic that captures not only my consulting practice's sweet spot but also what happens to be a rapid route to identifying priorities and achieving bottom line business results. (Thanks to Tammy, Cindy & Julie for helping to make this visual)

The Manufacturing ConnectorSM



I'll discuss in depth in my articles this month; however, to give you the highlights:

- Eagle Eye Assessment - rapidly assessing and identifying the "right", select few critical priorities for business success
- Next, continuing with Eagle Eye focus by targeting the right combination and cross-section of key topics (The Strongest Link in Your Supply Chain) and connecting them with improvements in your people (Profit through People), processes and systems (the Systems Pragmatist) to expedite results.
- Resulting in a dramatic return on investment - bottom line business results (enhanced service levels, accelerated cash flow and increased margins).

I'd love your comments, feedback and ideas.

IN THE NEWS

I'm thrilled to announce that I was inducted into the Million Dollar Consultant® Hall of Fame, one of only 55 in the world so honored. In essence, it is for my contribution to and success in the profession. You can learn more about the criteria [here](#).

Please check out my latest speeches, articles & quotes:

- Quoted in *ThomasNet News* article "[University Students Get Into Product Development, Manufacturing](#)" and MidLake's "[Study Confirms What We Already Know: Pricing, Delivery and Support are Critical in Manufacturing](#)".
- Published "[Are Check Points Required to Deliver Project Results?](#)" in *Project Times*.

Lastly, I've been selected to speak at [APICS 2014](#) on "[Skills Gap: Cultivating Empowered & Engaged Employees](#)" in New Orleans on October 19th. Look under Professional Development. It will be a great conference for keeping up-to-date on the latest supply chain trends and how to stay at the head of the pack. And it's in my favorite destination, chock full of beignets...

Hard to believe it is already Labor Day. Remember to take time out to THINK and to rejuvenate.

Enjoy,
Lisa

[Email](#)
[LMA Consulting Group, Inc.](#)

P.S. Please think of me if you should know anyone who would like to connect business objectives with results.

The Systems Pragmatist

The Manufacturing Connector

When I talk about The Manufacturing Connector(SM), I am referring to the comprehensive process to connect the rapid assessment and identification of key priorities with the execution of results through the right combination of end-to-end supply chain expertise and improvements in people, processes and systems.

When going into additional depth on processes and systems (The Systems Pragmatist), I find that these are fundamental to delivering bottom line business results. Those clients who want to skip over the "hard work" of defining and improving processes and leveraging systems are destined to failure whereas those who take the time to ensure that these bedrock concepts are in place thrive.



Undoubtedly, I find the key to success to be in connection points. Is your process documented? It's amazing how often clients should start here. By understanding your current process, opportunities for improvement jump out! Do your processes connect with your system? Are your employees trained on how to optimize system processes? How should you handle mistakes in your system? Are there ways to further leverage your system to achieve results? Do you have the right system for your critical business requirements? Perhaps you better take a step back - what are your critical system requirements? If you are upgrading or implementing, have you thought through your critical path tasks? Which are vital to the core functions of your organization? Have you thought through your connection points with your employees, customers, suppliers, related systems, etc.? Do your employees have expertise in project management? And the list goes on....

My best clients understand the value and importance of tying your processes and systems to your objectives. For example, Sales & Operations Planning (S&OP / SIOP) is a system-wide process that ties the entire organization together, and to a great extent even customers, suppliers and other partners, on one plan. Of course, no S&OP program is successful unless this plan contains the "right" content (the priority end-to-end supply chain topics such as demand forecasting and capacity planning), the "right" people (starting with the executive team and expanding from there), and the "right" systems (inclusive of ERP, business intelligence/ reporting, e-commerce, etc.). When these all come together, results follow. For example, in one client we increased service levels from around 60% to the high 90%'s while improving margins by 10%.

Don't undervalue your processes and miss vast opportunities. Instead, force yourself and your executive team to pay attention to what might seem mundane yet will propel your company to success.

Did you like this article? Continue reading on this topic:

[*What is a Systems Pragmatist?*](#)

Profit through People

The Manufacturing Connector

When I talk about The Manufacturing Connector(SM), I am referring to the comprehensive process to connect the rapid assessment and identification of key priorities with the execution of results through the right combination of end-to-end supply chain expertise and improvements in people, processes and systems.

When going into additional depth when it comes to people (Profit through People), I find that it is where I spend 80% of my time and attention for my most successful clients. Thus sit up and pay attention!

The reason people are cornerstone to success and my original brand was "Profit through People" even though I focus on end-to-end supply chain topics is because people make or break success. I can't think of a success story within my clients or contacts where people didn't play a vital role. Can you?

For example, in order to radically slash lead times, it takes more than dictating a change to Customer Service; instead, it involves each aspect of your order fulfillment process from taking orders to planning production, collaborating with suppliers, managing capacity, resolving operational bottlenecks, implementing the concept of flow (lean thinking), etc. How can such a change be successful unless leaders rise to the challenge, cross-functional teams get formed, culture change occur, metrics get measured, and change management becomes commonplace?

Now expand your thinking to your supply chain partners. Are you collaborating with your customers? Do you have communication processes in place with your bank? Can they support your cash flow needs?

How about your insurance carriers? Attorneys? Contract manufacturers? Etc.? It must be one, inter-connected web to succeed, and it will boil down to people!

Did you like this article? Continue reading on this topic:

[*Profit through People*](#)

When I talk about The Manufacturing Connector(SM), I am referring to the comprehensive process to connect the rapid assessment and identification of key priorities with the execution of results through the right combination of end-to-end supply chain expertise and improvements in people, processes and systems.



When going into additional depth on Eagle Eye, I find that keeping an eagle eye view remains cornerstone to success throughout the process. Slackers are not welcome! Being vigilant with observation, prioritization, organization and the like must be omnipresent throughout if you'd like results to occur.

In my experience, eagle eye vision boils down to two main areas: 1) rapid synthesis, assessment and prioritization 2) focus.

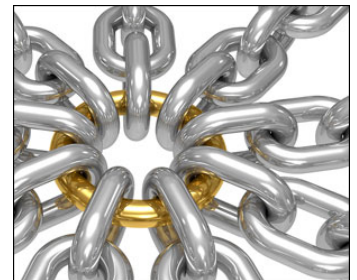
Let's start with #1. Who has seen failure take over as analysis paralysis comes into play? Probably most of us! How about leaders who are afraid to make the leap? Equally bad, leaders who are lost in a maze and don't know how to find their way out? Unfortunately, these occurrences happen frequently. Thus, find those experts in your organization and external to your organization who are able to understand, synthesize and rapidly assess large amounts of often times disparate information and be able to determine priorities and develop roadmaps for achieving objectives. No one can focus on 1000 priorities at once (even though we all try); the key is focusing on the "right" priorities.

Even after your top 3 priorities are clear, don't let your eagle eye rest. The critical component to expediting success is to focus on just the intersection of the three key areas (priority content, people, and processes/ systems). It is abundantly easy to get side-tracked on the non-essential; however, while you are smelling the roses, your competition will be racing by you in the fast lane. Make sure to translate your plans into results by keeping your eagle eye intact.

Did you like this article? Continue reading on this topic:

[*What is Eagle Eye Strategic Focus?*](#)

When I talk about The Manufacturing Connector(SM), I am referring to the comprehensive process to connect the rapid assessment and identification of key priorities with the execution of results through the right combination of end-to-end supply chain expertise and improvements in people, processes and systems.



When going into more depth on the content side of the equation (the Strongest Link in Your Supply Chain), I find that my most successful clients take the time to think through from a strategic perspective. Which end-to-end supply chain content areas are most important to success? Countless topics could be included in the mix, ranging from operational improvement to integrated planning and scheduling systems to logistics performance to cost accounting to requirements such as Sarbanes Oxley, ISO9000 and AS9400.

Are you staying on top of the latest trends? What is your competition doing? Are you attending industry conferences? How about systems user groups? Are you benchmarking? What technologies are common in your industry? Which ones are emerging? It doesn't mean you should be first; however, you should be aware. Do you have the right supply chain expertise? What options are available to gain supply chain

expertise and information for your organization? What training programs are available? Find out how you can have the "best and brightest" when it comes to the end-to-end supply chain process.

There are a plethora of topics covered in supply chain management. How can you become the strongest link in your supply chain?

Did you like this article? [Continue reading on this topic:](#)
[*The Strongest Link in Your Supply Chain*](#)

Connections

Connections and relationships are the 80/20 of success!

THIS MONTH'S REQUESTS:

- Registration is now open for my APICS Inland Empire's executive panel & networking symposium on Nov 8th. It has been sold out the last few times so don't delay - [*register now*](#).
- My Ontario ProVisors group of trusted advisors is looking for an ERISA attorney, a real estate attorney and a commercial real estate broker. Please [*email me*](#) with your referrals.
- My key contact Pam Scrivner is in the process of relocating to the Coachella valley. She is a high quality office administration professional and leader with experience in accounting, operations, client relations etc. Please email [*her*](#) with ideas and connections to aid in her job search.



CONNECTION SPOTLIGHT - SANDI BROOKS

This month, I'm featuring Sandi Brooks. I've known Sandi for over 30 years (we met when we were 2...just kidding), and she is a high quality real estate broker in Raleigh North Carolina. Sandi goes the extra mile for her clients and not only gets top dollar for her client's houses but also expedites the process by knowing her market and resources. If you have real estate needs in the Raleigh area, contact Sandi at [*brooks.sandi@gmail.com*](mailto:brooks.sandi@gmail.com) or 919-827-2574.

NOTE: To submit an item for this section, please send me an email with a short description of your needs and an email address. Please note that NOT all requests will be published as it must fit the guidelines and align with the Profit through People brand.

What is Profit through People?

I've used the Profit through People brand since my newsletter's inception in 2006 as it resonated with me. Although I consult on topics within each of my service lines--Eagle Eye Strategic Focus, The Strongest Link in Your Supply Chain, the Systems Pragmatist & Profit through People--I find that people are key to success in every situation. If you are interested in elevating your business performance, please [*contact us*](#).



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