



August 2017 - Issue #138

## Welcome from Lisa

I'm wrapping up the summer in one of the worst heat waves in California ever. Luckily it isn't a complete shock vs. visiting my family in AZ with temperatures in the 120's.

This summer has been the complete opposite of a European summer as I have been really busy - but glad for it! I went to AZ to see my Mom and family, went to an APICS leadership meeting, spoke at a few conferences/ meetings, and had my most successful summer yet in my business including the launch of my new book, a record number of clients and winning the Top 50 ERP Influencer award!



In honor of this award, I'll dedicate this month's articles to ERP and emerging technologies. Although please remember, ERP is just a tool. It is an important tool in scaling your infrastructure to support profitable growth and creating a superior customer experience.

### **IN THE NEWS**

Please check out my latest speeches, articles & quotes:

- Quoted in SAC's article on "Businesses Find Success Doesn't Take a Vacation".
- Spoke on "Are Your Sales & Operations on Different Pages" at APICS Ventura and "Women in Supply Chain" at the APICS West Coast leadership meeting.
- Published an article in *Manufacturing Today*, "Knee Deep in Options".

And, I have a jam-packed September with speaking events. Please join me at any of the following:

- The Manufacturing Forum event sponsored by the Rancho Chamber on "The Amazon Effect" on Sept 12th.

- [Institute of Management Accountants \(IMA\)](#) Orange County on tED talk type spurts on 3 topics on Sept 20th.
- [Mobility 21's Conference](#), Transforming California on "Speed to Delivery: Transportation's High-Tech Future".

Hope you have a Happy Labor Day!

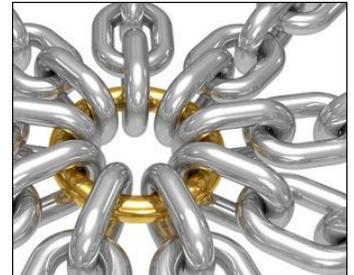
Enjoy!  
Lisa

[Email](#)  
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P.S. If you know of anyone who is interested in creating BOLD customer promises and profits, please refer them to [us](#).

### The Strongest Link in Your Supply Chain **Emerging Technologies for Supply Chain**

There is an ever-increasing interest in emerging technologies for supply chain. When thinking of your end-to-end supply chain (from your suppliers' suppliers through your manufacturing and distribution operations to your customers' customers), you must consider technology to have a hope of achieving success.



In today's Amazon-impacted environment, rapid information and product flow must be accompanied with low-cost and efficient supply chains to maximize the customer experience, profitable growth and cash flow. Several of trending technologies to consider in your strategic discussions include the following:

1. Additive manufacturing such as 3D printing - it is no longer just for R&D. The progressive distributors are printing to order for items that used to require vast inventory and lead time.
2. Collaborative customer technologies - programs such as vendor managed inventory, collaborative planning and innovative logistics partnerships can drive tremendous value.
3. The internet of things is certainly taking on a life of its own - how do you plan to utilize in your supply chain?
4. If you support retail (and even if you don't) and don't have e-commerce, you have missed the boat!
5. Robotics - there are plenty of uses for robotics throughout manufacturing and supply chain. Have you considered what might add value for your business? Robotics could give you a 24/7 flexibility....

Staying on top of emerging and/or trending supply chain technologies is a must to succeed in today's Amazon-impacted world. Don't get carried away with the latest fads. Instead, take a step back and think strategically about what will support your business today, tomorrow and 5 years from now. Selectively integrate the appropriate technologies to accelerate your growth and success.

**[Did you like this article?](#)** [Continue reading on this topic:](#)  
[Technologies Transforming Supply Chains](#)

We cannot tell you how many clients call thinking they need a new system to support their business when it isn't true! Certainly there is a time to upgrade to a new system - when you've outgrown your old one (often-times QuickBooks with add-on's like Fishbowl), your old system is highly customized and unsustainable or you are in the midst of a merger or acquisition. However, before jumping to the conclusion that your system must be upgraded, think twice.



ANY ERP transformation project will be expensive (more than you think!) and resource intensive. With that said, it is an absolute "must" to support business growth and success in some situations. Just make sure yours is one of them!

It is also quite possible to extend the life of some systems. Is there a way to extend the life of your system? We often find that there are options worth considering. It is smart to think about the timing of your upgrade - and whether you can impact it. When can you dedicate the resources to ensure success? Of course, from one perspective, there is never a good time. And, on the other hand, we have seen clients wait "too long". You do NOT want to be in that club either.

Instead, complete a simple strategic analysis of your business situation and ERP needs and bounce them against your current capabilities. The answer will emerge and just might "save you" either way - perhaps you'll be able to extend the life of your old system and maintain focus on your business OR you'll find out that if you wait any longer, your competition will pass you by. Either way, it is better to be in front of it.

**Did you like this article?** [Continue reading on this topic:](#)

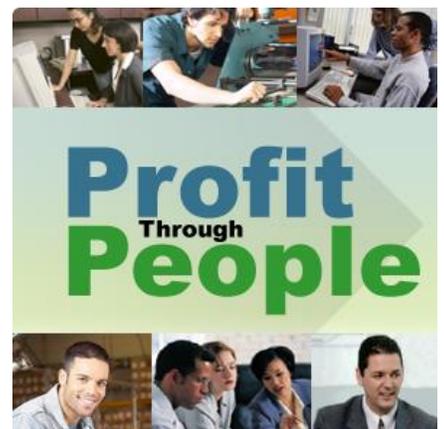
[\*\*Should You Upgrade Your ERP System?\*\*](#)

As an ERP expert, it is quite clear that even the best systems will fail miserably without talent. Don't even bother to select and implement an ERP system if you don't have the "right" people on the bus. Start with executive support and continue on down through every position - it is a team effort.

Since we've worked with many clients on ERP projects, it is quite obvious as to the impact people will have on your success. Throw out the notion that ERP is a technical topic! Instead, start thinking of it as a transformation initiative of substantial importance to business success.

There are countless ways in which talent will affect success. To name just a few:

- The sales team at the ERP software provider - let's start with the people selling the system. If they aren't geared to educate you on their system and its fit, you can be sold "a bill of goods".
- The implementation team at the ERP software provider - there is little as important as the particular resources you partner with to implement your system. Set it up sub-optimally and you'll have enduring issues.



- Your ERP team - since ERP can be such a time intensive process, the temptation is to assign non-integral people to the team since the day-to-day must carry on; however, this team is designing your future!
- Your executive sponsors - these folks are in a critical position to understand the status, make critical decisions, consider the fit with strategy, supplement resources as required and much more. It is not for the faint of heart!

If you'd like to ensure success with your ERP system, you'll START by considering the people. Put more time and thought into your talent - as much as or more than you put into evaluating functionality and you'll be grateful down-the-line.

**Did you like this article?** [Continue reading on this topic: \*Why ERP Success Has Little to Do with Systems\*](#)

Eagle Eye

### Why Executives Should Care About ERP Strategy

Lately, we've been called into several clients with ERP challenges that directly impact business growth and success. Do you desire profitable growth? If so, add ERP into your strategic discussions. Would you delegate a decision that could literally "make or break" your customer service, profit margins (or lack thereof) and ability to grow? I think not!



There has been a widespread need to consider ERP as a strategic topic. For example, these scenarios have arisen in the last month:

1. In one manufacturing company, the ERP system was holding them back from growing. For a family-owned business, that is the equivalent of a noose around the neck!
2. In another manufacturing and distribution business, they couldn't figure out their costs - this issue certainly provides challenges for profitable growth.
3. And in yet another situation, the ERP system wouldn't support the business processes adequately and therefore would hold the owners back from getting away from the business (even for an extended vacation), let alone increasing the value of the business.
4. A complex enterprise also struggled to further utilize their system for management decision-making due to data integrity obstacles and the lack of flexible reporting.

As I enjoy stating the obvious (as one of my favorite clients used to say about me), none of these situations are desirable! Instead of ending up butting your head against the wall, start thinking about ERP as a strategic topic and include it in your executive meetings.

**Did you like this article?** [Continue reading on this topic: \*Why ERP Success is a Strategic Topic\*](#)

### Connections

- We are putting together a panel on "Leveraging Technologies for Supply Chain Success" for our APICS Inland Empire executive panel & networking symposium on Nov 4th. Please ***email me*** with referrals to top notch panelists.
- Do you know a top notch HR consultant in the Inland Empire or surrounding area? Please introduce ***me***.



- A colleague, a licensed customs broker and logistics professional is looking for his next opportunity. Please check him out on ***Linked In*** and pass on referrals and connections.
- Another colleague is searching for an Operations Executive position in high-tech in the San Diego area. Check him out on ***Linked In*** as well.
- A key contact knows of a logistics coordinator/ expert who is moving to the Inland Empire and is looking for a job. If you have any suggestions, please ***pass them on***.
- A client is searching for a Demand Planner/ Master Scheduler with SIOP experience in Valencia. ***Contact me*** if you have a referral.
- Our APICS Inland Empire chapter is offering the new and exciting certification CLTD (certified logistics, transportation and distribution). Last chance to register for all interested in import/ export, logistics and transportation - ***CLTD classes***.

**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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