



December 2017 - Issue #142

Welcome from Lisa

Hope you had a fabulous holiday season!

I enjoyed Christmas music on the radio and spent a LONG time writing out cards and attending festivities with several different groups - one left to go in January. I just returned from AZ to see my mom and family and am spending New Years with friends - and resting. We are going to enjoy a fondue celebration tomorrow evening - cheese is always good so who can complain!

Speaking of the New Year, please think about kicking it off by applying for a [MCIE Manufacturers Summit E=mc2 Innovation Award](#). Check out our video....



[Manufacturers Summit Innovation Awards](#)

I am the Chair of the Innovation Awards and featured in this promo video on why you'd want to apply - and how to apply (or [email me](#) for concierge service).....

Have you put thought into how to kick off 2018 with gusto? What are your top 3 priorities? I've dedicated this month's articles to providing ideas for the New Year.

IN THE NEWS

Please check out my latest speeches, articles & quotes:

- Quoted in *e-Commerce Times*' article "[B2B Tech Marketers Have Work Cut Out for Them](#)".

- Spoke to a Rancho Chamber Manufacturers Round table on "[Leveraging Technology for Supply Chain Success](#)".
- Quoted in SAC's article "[Volatility and Uncertainty No Deterrent to Business Success](#)"
- Quoted in MCIE's press release "[Manufacturing Council Calls for Submissions of Top Industry Innovations](#)"
- Was a finalist for ERPFOCUS's ERP Writer's Awards (THANKS to many of you for taking the time to vote - much appreciated).

If you are interested in hearing about the latest trends and technologies in manufacturing and distribution, join me at APICS San Fernando Valley for a speech and interactive discussion on January 18th. [RSVP here](#).

Have a Happy New Year!!

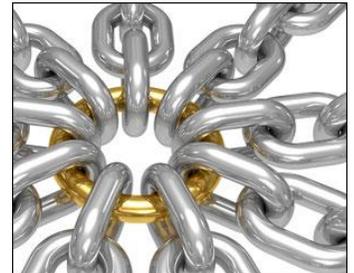
Enjoy!
Lisa

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

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 Your Supply Chain Shortlist for 2018

As we head into a New Year, it makes sense to take stock and think about your supply chain shortlist. To get you started, we've developed a list of questions to ponder:



1. Do you consider your supply chain from the holistic point-of-view?

From cradle to grave or product inception to customer reception? If not, you are selling your business short!

2. If you were to draw your supply chain for a new hire, would you start with your customer, your supplier or somewhere in the middle? Why? Do you inherently see that as your priority?

3. Have you thought about the power of high-tech AND high-touch in your supply chain?

Unless you are considering progressive technologies to deliver superior products and services at higher levels of profit, you're sure to be left in the dust! On the other hand, if you aren't collaborating with your supply chain partners, you won't even be in the game to start.

4. Have you considered the power of alignment (of demand and supply AND all your departments) while simultaneously considering the power of deliberate debate and misalignment? Find a way to constructively achieve both to maximize business value.

5. Have you considered why Southern California is the new center of manufacturing excellence for supply chains across the globe? Stay tuned for my new book, *The Coming Power of Manufacturing* to hear more about it.

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Is Your Supply Chain Ready for Growth

We have never been believers in technology for technology's sake - or, worse yet, FADS; however, there are some top technologies to keep an eye on in 2018 if you plan to create business value. Not only are my most successful and progressive clients thinking about these technologies but they are investing to leapfrog the competition.



1. **Artificial intelligence** - who can argue with the potential power of this technology? It is saying something when my Mom said her Amazon Alexa was the best gift she ever received (even though she only uses the alarm functionality). Imagine how AI might transform entire industries (such as accounting) and functions (machinery and equipment maintenance).
2. **Blockchain** - although still in early stages, blockchain has the potential to transform high stakes transactions using a shared, secured, synchronized and immutable ledger.
3. **IoT (the Internet of Things)** - in today's interconnected world, you cannot get away from connected devices. We take them for granted. The ultimate (which seems to be viable by 2020) is self-driving trucks. Imagine the connections required to turn this concept into a reality yet testing is already underway - and quite successful.
4. **Predictive analytics** - there is immense power in not only sifting through mounds of data rapidly and efficiently to pick out the trends and highlights but taking that a step forward with predictive analytics is a game-changer. Are you thinking about how to integrate predictive analytics into your decision-making processes?
5. **ERP and CRM** - although tried and true, these "must have" technologies are no longer advantages; if you are interested in profitable, scalable growth, you'll put these two topics on your strategic priority list. Customers expect you to be ahead of them - are you?

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

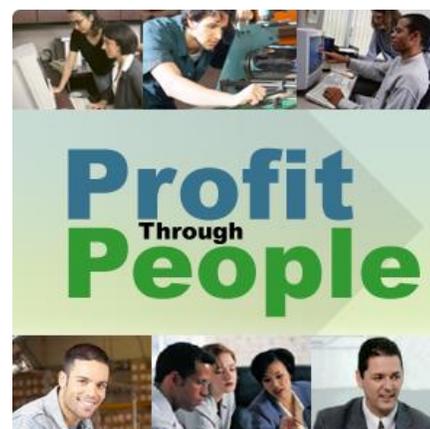
[Leveraging Technology for Supply Chain Success](#)

Stop and think about this question - if you leave your phone at home, is there any question about whether you'd turn around to get it? And, if you didn't have your phone at home, is it possible you wouldn't have gotten up on-time in the first place or known what time your meeting starts?

Technology is taking over the world. Unfortunately, it is hard to talk with real people sometimes when you need to ask a question. Thus, it is worth considering the top priorities for people in our new, interconnected, global world in the New Year. A few questions to ponder:

1. Have you walked by your top performer's desk lately to check in on him/her? Not an email. Not a phone call. Not a social media chat. But an interactive one-on-one conversation?

2. Have you been upfront with your weak performers? Have you provided constructive feedback so that they know what to improve? Think carefully about this question - will they be surprised if you show them the door with dignity if they struggle to implement the feedback? If so, you better get on it!



3. Have you picked up the phone to find out what is on the mind of your top customers? Do you know what is important to him/her? Do you know what you could do to improve their customer experience?

4. Do your suppliers and trusted advisers understand where you are headed and why? If not, why not?

5. Do you have some sort of pay for performance system in place? Or does the person with the most seniority regardless of value make the most money and receive the best bonuses? Are you putting your money where your mouth is? For example, if you are always saying your principles are important, if your top sales person doesn't follow the principles from time to time, will he/she still receive the biggest bonus check? What does this tell the rest of your team?

Remember, no matter how sophisticated and technology-rich your company, it will not run without people. Perhaps one last - and most important - question should be:

KEY QUESTION: Do you see people as assets or expenses (overhead)? How do you expect they'll act?

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[**Who Should You Follow?**](#)

Eagle Eye

Considerations to Evaluate Your Business Model for 2018

Most of us are so busy on a daily basis we don't have time to think about our business models. It is the rare client that questions their business model let alone continually modifies it for success. Do you question your business model on a yearly basis?

There are many reasons to re-evaluate your business models on a frequent basis. How many of these items do you think impact your company?

1. The global economy - well if you don't see constant movement and change in the global economy which is impacted by countless numbers of events and triggers, some predictable, some uncontrollable (such as the California fires and related impacts) and some multi-faceted and complex, we can't imagine what bubble you are living in (and sometimes wish we could join you!).

2. Demographics - are you thinking about how the baby boomers are impacting your company? No matter what you think, they are the largest generation ever and will have a profound impact. Have you thought about what it means?

3. Social mores (customs and manners) - what is society thinking and how will it impact your company and personal career? Do you think we are going back to dressing up in the work place or wearing jeans in a casual environment? It was just a few years ago that virtual teams was the hot topic



but millennials seem to enjoy engagement. Speaking of millennials, do you think the environment and sustainability are important? You bet!

4. Technology - have you thought about the changing nature of technology, the latest trends and what is likely to impact your company? Technology has the ability to obsolete entire industries if you have your head under a rock. It also has the potential to provide an enabler to success if you keep your eye out.

5. Globalization - not only are our devices connected (internet of things) but our countries are connected in ways you might never think about or take into consideration. Certainly, currency differences are relatively easy to understand, although not to predict. Yet there are vast numbers of connections between countries, economies, politics, natural resources and much more. Have you thought about what is changing in the globalization landscape? For example, ten years ago, no one was fired for outsourcing to China (whether it made any sense or not). What is going on today? Near-sourcing is certainly a more relevant trend but only when considered in the global view.

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

[**Is Your Business Model Old?**](#)

Connections

Connections and relationships are the 80/20 of success!

THIS MONTH'S REQUESTS:

- Do you know a top notch commercial real estate broker in the Inland Empire or surrounding area? Please introduce **me**.
- A client in Ontario is looking for an Supply Chain Manager with solid planning/ inventory management, supplier management, and operational skills - in essence, someone who not only can "jump in" as needed but also has an eye to strategy. It will be a good opportunity for the right candidate. **Contact me** with referrals.
- A client is searching for a planning/ inventory analyst in the City of Industry. **Contact me** with referrals.
- A colleague and experienced VP of Supply Chain / Operations with experience in High Tech, Retail, Consumer Products, Manufacturing, Energy & Chemical, Automotive, Metals, Mining, and Logistics is searching for his next opportunity. If you know of a good position, please refer **Brian Reed**.
- A colleague is looking for a Manager of Supply Chain Planning & Integration for a food processing company in the Los Angeles area. Please contact **Tom Gentle** with referrals.
- One of the best execution-oriented, common sense (which is in short supply) P&L owners or COO/ Operations-type resources I've worked with in the aerospace industry plans to rejoin the market in 2018 in the San Fernando Valley area. If you have an introduction, please **email me**.

A client in Torrance is looking for a contractor for one-year term who could fill an IS Project Manager role to coordinate an ERP implementation from the client side. NAV experience and/or implementation / business process experience desired. **Contact me** with referrals.

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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