

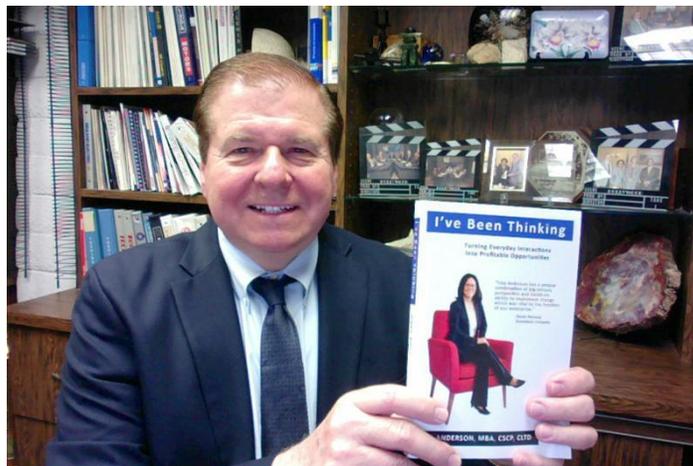


July 2017 - Issue #137

Welcome from Lisa

I had an exciting summer thus far, filled with trips to AZ to see my Mom and family, a weekend at Classic West (which was an amazing lineup of classic bands including the Eagles, Journey and the Doobie Brothers), a Southern California beach & Disneyland extravaganza with my brothers and nephew and the launch of my new book!

I'm excited to see my book launch in high gear! *Turning Everyday Interactions into Profitable Opportunities* has been a hit so far. It is available on [Amazon](#), [iTunes](#) etc. For LMA clients, you have access to a downloadable copy in my [Clients-Only](#) section of the website.



Wally Brithinee, the Chair of MCIE (the Manufacturers Council of the Inland Empire) and president of Brithinee Electric posed for a picture with my book (thanks Wally)!

Assuming you enjoy it, I'd definitely appreciate it if you would post a comment on social media, follow Wally's example and send me a picture with the book, and/or post a quick review on Amazon.

Somewhat in concert with the style of the book, this month, I'm going with mini case studies related to some recent client projects. Thinking about what is prevalent on executives minds seems like it could be valuable to us all.

IN THE NEWS

Please check out my latest speeches, articles & quotes:

- Quoted in *FDI Intelligence's* article on "[Near-Shoring to Increase in the US](#)", SAC's "[Ongoing Cyber Attacks Require Focused Attention and Proactive Thinking](#)", and LaVerne Proud's article "[University of LaVerne College of Business Adds Lisa Anderson as Board Member](#)".

- Quoted in *SmartSheet's "Enterprise Resource Planning: Definitions, Best Practices and Examples"* and in *Search Manufacturing ERP's* article "Top Four Supply Chain Strategies to Create Omnichannel Experience"
- Published article in *Supply Chain World*, "Rethinking Sourcing" and in *Informa Review's "Winning Leadership Traits for Project Success"*
- Spoke at *APICS San Fernando Valley* on "Napoleon's Stomach".

Enjoy!
Lisa

Email
LMA Consulting Group, Inc.

P.S. If you know of anyone who could benefit from improved service levels, decreased lead times or increased levels of cash due to improved inventory processes, please refer them.

Eagle Eye The Impact of Supply Chain Strategy

Can supply chain strategy have a profound impact on your bottom line? Without a doubt!

Recently, we worked with a client that wanted to review their supply chain strategy and evaluate many options including the following:

1. Do nothing (stay in the same locations)
2. Move distribution operations closer to the port.
3. Move to a different location in the Inland Empire.
4. Move to Nevada.
5. Evaluate 3PL options.
6. Expand and automate the current facility.
7. And more....



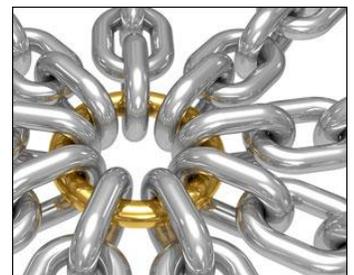
In this case, the customer, cost and cash flow impacts could be significant. It is smart to refresh your supply chain strategy every few years (depending on the level of change within your company and externally) to ensure it is best fit for delivering optimal results. What was "killer" one year could leave you in a weak competitive position the next. Are you staying on top of your supply chain strategy and related impacts?

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

The Strongest Link in Your Supply Chain Raising the Bar With Customer Service

Do your internal operations have a significant impact on your customer service levels? Yes, in every single client, they can have a dramatic effect!

For example, we recently worked with a client that wanted to raise the bar when it came to service levels. Over time, product mix, distribution strategies and buffer capabilities changed which created a gap vs. prior performance levels. The challenge was to improve customer service and the overall customer experience rapidly - and "make it stick".



As is true with every client we've worked with over the last several years when it comes to customer service, no matter how proactive your front line is with customer communications and no matter what heroics your operations folks jump through to deliver product, the "win" or "loss" will boil down to whether your Sales and Operations are on the same page - and executing in concert with one another. For example, if Sales is excited to win large orders (BIG wins) and Operations isn't prepared for these big wins (not enough people, machines, materials, and the like), service will suffer. Add Finance into the mix who is not likely to be prepared for the cash flow impacts, and the situation can become even more frustrating. As apparent as this sounds, it is extremely common.

Could a simple solution of aligning Sales with Operations with Finance deliver the bottom line BIG win? Yes, every time.

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

[***SIOP/ Integrated Business Planning***](#)

The Systems Pragmatist

A Systems Transformation

A systems transformation doesn't necessarily relate to the computer system. Instead, a systems transformation relates to how the people, processes, systems, metrics, costs and more all come together to deliver profitable growth - or not! And, as one of my potential clients put it - whether we are blind or are able to see where we are going. Can you "see" where you are going?

We have received an increasing number of these types of calls lately. Perhaps it is because it is harder than it sounds to achieve a systems transformation!

For example, in the three situations that would relate to this topic that we're dealing with currently, it has built up to this need for a systems transformation over time. For example, in all three situations, there has been one or more "key resource" that knew how to navigate the 'system' to deliver customer service, profit and success in some aspect of the business (whether related to inventory, pricing, procurement, margins etc.). If the 'system' wasn't in place to provide sustainability (which is definitely not uncommon) and the key resource changes in some respect or leaves the business, a BIG gap slowly emerges.

Do you need a systems transformation before an unwelcome surprise appears out of the blue?

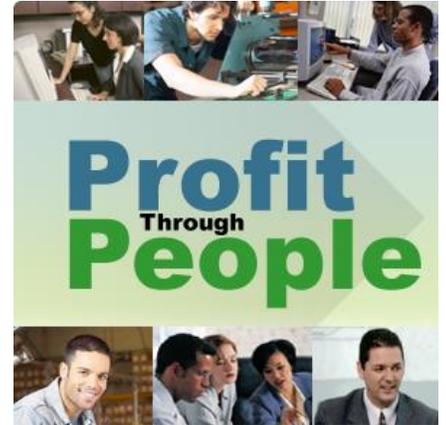
Did you like this article? [Continue reading on this topic:](#)

[***A Systems View***](#)



We have recently taken on one of our first consulting mentoring projects. Since our focus is on delivering growth and profitability for manufacturing and distribution companies, we focus on business-to-business. With that said, every consulting project involves some level of coaching to individuals in order to deliver results.

Since we consider results to be the 80/20 of our business, we put quite a bit of attention on coaching the appropriate employees (from line supervision to the executive team) to achieve the desired outcome. Thus, when a consulting mentoring opportunity arose with a mentee that was serious about achieving results, we jumped on it. And, we are glad we did!



It brings up the topic of knowing who to follow. It seems like an obvious topic to consider yet I often find my clients following "undesirable" exemplars with the expected (and unfortunate) results. My consulting mentor says "follow someone who has been there and done that"; not someone who can talk about what to do but has never done it before. He uses the example of a ski instructor. Would you follow a ski instructor's advice that could talk a good game but didn't know how to navigate the black diamond hills? Me either! It is similar to looking for a cheap heart surgeon. Who does that?

Search for mentors and coaches who can help you navigate the most complex issues that arise because they have experienced it before - or something like it.

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

[**You'll Learn More by Teaching**](#)

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**.
- My colleague, a multi-dimensional, C-level Operations Executive in consumer products manufacturing with over 20 years of experience in providing smart solutions to complex challenges is looking for a COO or Executive role in Operations and/or Supply Chain in the Orange or South Los Angeles counties in the apparel or consumer products industries. Please **refer** her to potential opportunities and contacts.
- A client is searching for a Business Intelligence Manager (which is a cross between a Supply Chain Planning and SIOP leader) in St. Louis. If you can refer a candidate, please **email me**.
- Our APICS Inland Empire chapter is offering the new and exciting certification CLTD (certified logistics, transportation and distribution). Refer anyone interested in taking their personal career up a notch with **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](#).



Email: landerson@lma-consultinggroup.com

Web: www.lma-consultinggroup.com

Phone: 909-630-3943