



October 2016 - Issue #128

Welcome from Lisa

So, you might have realized it is the beginning of November and wondering if I lost track of time. As my value proposition is to help my clients "make and KEEP bold customer promises by empowering people with profit-driven strategies", I must live up to my bold promise to my customers - they'll walk away with results. With that said, I had some key projects and supporting tasks to focus on in October to live by this promise:-).

One of my priorities was last weekend's APICS executive panel and networking symposium. We had a simply amazing panel on the topic of "Navigating the Global Supply Chain" (see us pictured below).



I'll highlight several of these topics in this newsletter, and stay tuned for articles on related topics in the near future. Soon, we'll also post pictures and video clips on [our website](#).

When it rains, it pours. Thus, I also was asked to participate in a group of supply chain thought leaders in developing the *Supply Chain Roadmap 2025*. It was exciting to spend the day thinking about strategy and what will happen 10 years out. Stay tuned for its unveiling at MHI's ProMat in April 2017.

I've also just kicked off a research study on outsourcing/ insourcing/ near-sourcing. I'd appreciate your feedback. Please answer the [questions](#) and/or [send me](#) your thoughts, opinions and strategies. It is a hot topic and my goal is to compile research and value for our collective success.

October was full of special occasions. My mom and brother celebrated birthdays, a good friend turned 50, my brother bought his first house, I flew to NC for the engagement party of my best friend's daughter (who I've known since she was born) and masses were held for my dad and both grandmas since they were all born on Oct 1st/2nd.

IN THE NEWS

Please check out my latest speeches, articles & quotes:

- Quoted in Supply Chain Modeler's, "[*Considering a Career in Supply Chain Consulting? 4 Experts Share Their Wisdom*](#)".
- Quoted in SAC's "[*Hiring and Retaining Talent Critical to Ongoing Success*](#)".
- Published an article, "[*Simple Tips for Project Success*](#)" in *Project Times*.

As a child growing up outside Chicago, I didn't miss a Cubs game and so let's end with GO CUBS!

Enjoy,
Lisa

[Email](#)

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P.S. Please think of me if you should know anyone who would like to elevate their business performance.

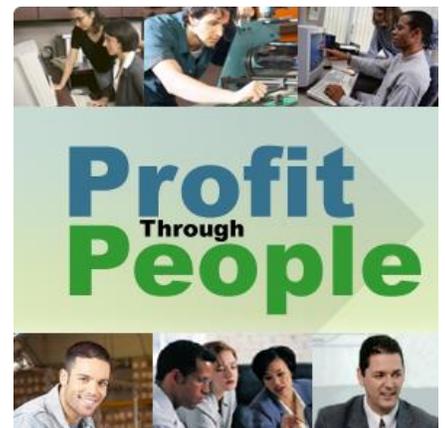
Profit through People

Navigating the Global Supply Chain Starts with People

At APICS Inland Empire's recent executive panel and networking symposium on "Navigating the Global Supply Chain", we had some intriguing discussions on the hot topics in global supply chains. Wouldn't you know, even with a complex, technical topic like this one, people are #1!

Start with your employees. As I said while leading a webinar on "Onshoring Profits" earlier today, I've never seen "happy customers" with "unhappy employees". Have you? Thus, clearly starting there is cornerstone in navigating the supply chain.

However, this step is not enough. We must expand to collaborating with your supply chain partners. Your supply chain is only as strong as your weakest link. Thus, it is worthwhile to collaborate, share information and find ways to elevate your supply chain. Again, this starts with people. Do they know how to talk with one another? Do they understand cultural norms? How about language barriers? Or, let's start simple - do we pick up the phone? I hope so!



The key to success of any person, department, company or extended supply chain goes back to people. For example, the best ideas die if not communicated effectively. The best suppliers will not work with people unwilling to think win-win and collaborate for success. Customers will not think about what would help your success if you don't tell them about your business objectives - and ask how you can help them achieve theirs. Your transportation partners might not prioritize your shipment when natural disasters occur. Is your 3PL in sync with you? They are an interface with your customer. Remember, no matter the topic, consider people your #1 asset.

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

Eagle Eye

Outsourcing, Insourcing or Near-Sourcing?

We are managing in an Amazon-impacted world. Customers expect rapid deliveries, 24/7 accessibility and products and services tailored to their needs. Customers are not willing to wait. In fact, they prefer same-day delivery.

Our manufacturing clients are experiencing lead time reduction requests from their customers. Some are requests; many are required to maintain the business. It is wide spread. Building products clients ship within a day. Food clients ship rapidly - within a day or a week at most. Optics, industrial equipment, consumer products - across-the-board requests for shorter lead times. And even clients such as aerospace with traditionally long lead times have slashed lead times by 50%. These provide extreme challenges with extended supply chains.



If customer expectations weren't enough, labor costs in China and other outsourced manufacturing geographies are increasing. Other costs including sometimes hidden costs are high as well. The bottom line is that for non-commodity products, the total costs of outsourcing are rising to parity with North America sources.

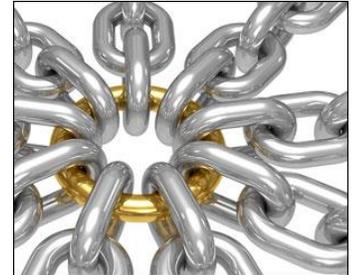
And, risks abound. Natural disasters, political conflict, port strikes, bankruptcies and more. Thus, executives are reacting to these factors and re-thinking their strategies about outsourcing, insourcing and near-sourcing.

Please help contribute to our research study. If you have outsourced, insourced or near-sourced or if you have thought about and/or evaluated any of these options or plan to in the future, we'd appreciate your input. Complete the [survey](#) and help others facing the same decisions make better decisions. Also, please [register](#) if you are interested in receiving the results.

Did you like this article? [Continue reading on this topic:](#)
[***Outsourcing, Insourcing & Near-sourcing?***](#)

The Strongest Link in Your Supply Chain
Will Supply Chain Risk Surprise You?

Supply chain risks abound! Just look at the recent bankruptcy of Hanjin. It created havoc in the global supply chain. Ships were virtually stranded on the water. No one knew how they'd get paid. Customers still needed the product. And so the results were scary. Have you thought about these types of risks within your supply chain?



At our **APICS Inland Empire** executive panel and networking symposium, we had a panel of experts on navigating the global supply chain. A renowned international business attorney brought up a significant topic - what if a conflict brews in the South China sea? Your supply chain could stop in its tracks. What backup plans do you have?

How about natural disasters? We cannot control these but they have a BIG impact on our supply chain. Think about hurricanes, earthquakes, fires, volcanoes and many others. Unfortunately, they seem to occur at an increasing rate - or at least they quickly go viral. Recently, there was a fire along the 15 freeway in Southern CA on the road towards Las Vegas and the north. It created havoc beyond trucks stranded on the freeway. Manufacturers ran short on materials. Railroads and trucks were re-routed. Customers had to air freight if speed was essential. It even impacted the ports.

And there are many other risks. Security is a big topic alone. The bottom line is you must prepare for these risks. What will you do to ensure business continues?

Did you like this article? [Continue reading on this topic: Why Care About Supply Chain Risk?](#)

The Systems Pragmatist
Crowdsourcing is "In"

In asking questions about outsourcing, insourcing and near-sourcing of the executive panel at APICS Inland Empire's symposium, we heard several great stories. One of them was compelling about the value of crowdsourcing.



Crowdsourcing is the practice of engaging a 'crowd' or group for a common goal - often innovation, problem solving, or efficiency. It is powered by new technologies, social media and web 2.0.

It is simply amazing as to what can be achieved with these out-of-the-box strategies. Many big name companies who can put "big bucks" behind their efforts have found that they can achieve far more with crowdsourcing than they can solely with employees alone. Certainly, cash-constrained smaller companies would have a significant challenge funding this expertise. Yet it isn't all about cost. Innovation and new ideas emerge in these settings.

It is worth considering at least being aware of the power of crowdsourcing. Crowdsourcing can apply to all business and social interactions and so it can apply to almost all aspects of business - hiring, research, manufacturing, marketing etc. Our panelists talked about how it has been used successfully in R&D and software design. Leveraging these types of collaborative practices and tools create disruption and spur innovation. It is definitely a topic to keep your eye on!

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

Connections

- Following a successful APICS Inland Empire executive panel & networking symposium on Navigating the Global Supply Chain, we have scheduled our next one on May 6th on the topic of logistics. Stay tuned on www.apics-ie.org.
- My Ontario ***ProVisors*** group of trusted advisors is looking for a top notch real estate attorney and commercial real estate broker. ***Email me*** with referrals.
- I know of a supply chain leader with a diverse background with an emphasis in procurement and import who is interested in his next opportunity. Email ***him*** with referrals.
- Refer anyone interested in advancing their supply chain and manufacturing skills to take a look at the best ***education and certifications*** available.



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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