



### Executive Summary

- ❑ Business-to-business distribution of maintenance, repair, and operating supplies
- ❑ Providing next-day access to 200,000+ products for over one million customers

### Challenges

- ❑ Deal with large customers, via a greatly expanded product line and set of service options
- ❑ Infrastructure and processes to support enhanced logistics capabilities
- ❑ Expanded information systems support and improved management processes

### Results

- ❑ US\$300M return over program life
- ❑ Economic earnings up by nearly 400%
- ❑ Order fulfillment first pass yield up 20%
- ❑ New product introduction cycle time down 20%
- ❑ Inventory turn increased by 37%
- ❑ Cost of sales down 2%

*“The installation of hierarchical measurements and cross-functional teams created a powerful methodology for managing the business” –President*