

Global Plant Management Operations Manufacturer



Challenges

- ❑ Increase quality time with customers (face-to-face selling)
- ❑ Increase percentage of very satisfied customers
- ❑ Grow top line revenue
- ❑ Increase percentage of revenue from new products
- ❑ Cut the development time for new products
- ❑ Reduce receivables as a percentage of sales
- ❑ Reduce inventories as a percentage of sales

Client

- ❑ Canadian based provider of print management and outsourced communications products/services throughout the United States, Canada, Latin America and Europe

Results

- ❑ Reduced inventory by 25%
- ❑ Reduced accounts receivables by 14%
- ❑ Reduced fulfillment CT by 50%
- ❑ Increased gross margin by 6 percentage points
- ❑ Modernized operations by converting plants from a push to a pull production process