

Improving Performance Leads to Golden Opportunity

Strategy: Stabilize sales department and boost quality service

Jacquard's Assessment pinpointed decreased sales, high inside and outside sales turnover, poor fill rates, and bloated inventory. Profit Projects® were implemented to immediately reinforce the sales team, implement quality service indicators with a focus on fill rates, and reduce inventory for cash.

Success Thread™	Profit Projects®	Highlights & Client Comments
Customer Focus	<ul style="list-style-type: none"> Pricing on the Periphery Sales Management 	<p><i>Price increase brought \$135K net in income with a minimal loss of business</i></p> <p><i>Halted sales erosion</i></p> <p><i>Brought new customer service people up to productive speed in four weeks from 6 months</i></p>
Financial Discipline	<ul style="list-style-type: none"> Cash Flow Management and Modeling 	<p><i>Worked together with inventory reduction program to manage supplier debt. Weekly check-runs eliminated held checks and errors in advance formula</i></p> <p><i>Credit Card and calling systems reduced AR days</i></p>
Operational Speed	<ul style="list-style-type: none"> Inventory Reduction 	<p><i>Developed active program to increase revenue, inventory turns and fill rate with each of the top 10 suppliers. Reduced overall inventory at the same time</i></p>
Leadership Practice	<ul style="list-style-type: none"> Management Reporting Systems 	<p><i>Managers aligned through weekly staff meetings and service to key customers improved.</i></p>



At a Glance

: The Client

Family owned distributor of electronic supplies such as lighting systems, solder equipment, bench tools, and test equipment

: The Goal

Improve overall company health, and streamline processes.

: Project Time Line

34 weeks

: The Impact More Profit!

- Annualized profit improvement the first full year of \$680K

: The Impact Lower Costs!

- Reduced inventory
- Lowered employee turnover rates

The Bottom Line: The streamlined operation received an offer they couldn't pass up, and sold their company to an industry competitor. In addition to the sales price, the owners achieved a bonus based on the next two year's revenue.

Jacquard Associates is a team of hands-on, roll-up-your-sleeves business professionals who help clients identify strengths, raise expectations and improve the way they do business. We help **motivate** people, **streamline** processes, **impose** financial discipline and **create** systems to yield better customer service, faster turnaround, improved sales and enhanced profits.

Our single goal is to provide clients with tools to improve business performance fast. Organizations typically are full of opportunity. Owners and executives have great ideas and increasingly urgent needs. We specialize in transforming those **Ideas to Action** through a set of simple, proven, proprietary tools for improvement. A client's customized program of Ideas to Action may include:

- **One-to-One Coaching**, to develop mission-critical personnel
- **Wonderments®**, highly revealing and effective mini-projects demonstrate the impact of executing fundamental improvement opportunities
- **Profit Projects®**, longer-term improvement initiatives tailored to the client's needs and implemented by Jacquard and the client's team

Jacquard Associates also helps companies and industry groups develop **performance improvement expertise** through seminars, workshops and focused roundtable discussions.

We work with large and small companies. We find the opportunity to improve performance is universal, and most companies recognize the need to improve. Where many need help, however, is in execution. Jacquard partners with clients to analyze and then **act** to realize the quickest and best return.

Industries Served

Businesses have many commonalities, so the value of benchmarking other industries is priceless. The key, however, is knowing how to tailor proven solutions and best practices to meet your specific business needs!

Manufacturers

Automotive Aftermarket
Bicycle Parts
Cases
Cleaning Supplies
Clothing
Consumer Auto
Electrical Components
Electrical Contractors
Fabric Printing
Forgings
Home Builders
Jukeboxes
Large Scale Automation
Medical Equipment
Medical Test Equipment
Metal Forming
Mops
Plastic Extrusion
Plastic, Wood
Point of Sale Cases
Printed Circuit Boards
Printing
Small Scale Automation
Specialty Albums
Test Automation
Valve Regulators
Vending Machines

Distributors

Collectibles
Electronic Assembly Equipment
Ethical Drugs
Exotic Metals
Ice Cream
Janitorial Supplies
Jewelry
Screen Printing
Specialty Foods
Wholesale Foods
Wines & Beverages

Service

Communication Software
Engineering
Environmental Test Lab
Industrial Coating
Marketing
Point of Sale Marketing
Publishers
Telephone Systems

Retail

Jewelry
Restaurant Chain
Toys