

# Boosting Speed and Customer Satisfaction Realizes Company Vision



**Strategy:** Aggressively reduce cycle time and lower costs

The owner was frustrated by stalled **sales** and poor **on-time delivery**. Jacquard identified the additional issues of poor **pricing** and excess **inventory**. We determined to immediately impact performance by attacking operational speed and customer service to cause dramatic changes. Additional Profit Projects® were implemented to address pricing, inventory, and management reporting issues.

Success Thread™	Profit Projects®	Highlights & Client Comments
<b>Customer Focus</b>	<ul style="list-style-type: none"> <li>Pricing Processes</li> <li>Touch Plan #1 &amp; #2</li> <li>Product Line Management</li> </ul>	Focused attention on key accounts, increasing sales across the board. Increased margins on key product lines by 6% with pricing changes
<b>Financial Discipline</b>	<ul style="list-style-type: none"> <li>Cash Flow Management &amp; Modeling #1 and #2</li> </ul>	Weekly collection process powered bad debt; Weekly payments to key suppliers improved supplier relationship; Lowered advance rate on inventory.
<b>Operational Speed</b>	<ul style="list-style-type: none"> <li>Linear Travel</li> <li>Production Scheduling</li> <li>Inventory Reduction</li> </ul>	Re-engineered the layout of the factory significantly reducing cycle time. Also reduced inventory by 38%.
<b>Leadership Practice</b>	<ul style="list-style-type: none"> <li>Management Reporting Systems</li> <li>VIP Employee Program</li> </ul>	Restructured the company into 3 business units, simplifying Management Reporting Systems and insuring focus

## At a Glance

### : The Client

Privately -owned \$8M distributor of exotic metals. They produce specialty parts for the aircraft, medical and food processing industries, and sell raw materials to many others.

### : The Goals

Jump-start stalled sales, and increase on-time delivery. Identify and solve additional issues.

### : Project Time Line

2 years

### : The Impact *More Profit!*

- Annualized profit improvement of \$1,8M the first full year.

### : The Impact *Lower Costs!*

- Reduced headcount by 45%
- Improved employee turnover by 33% in the first year

**The Bottom Line:** *“Jacquard helped us find the problem and fixed it. Then, they helped us become the business we hoped to be.”*

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**<sup>®</sup>, highly revealing and effective mini-projects demonstrate the impact of executing fundamental improvement opportunities
- **Profit Projects**<sup>®</sup>, 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