

# 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
<b>Customer Focus</b>	<ul style="list-style-type: none"> <li>Pricing on the Periphery</li> <li>Sales Management</li> </ul>	<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>
<b>Financial Discipline</b>	<ul style="list-style-type: none"> <li>Cash Flow Management and Modeling</li> </ul>	<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>
<b>Operational Speed</b>	<ul style="list-style-type: none"> <li>Inventory Reduction</li> </ul>	<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>
<b>Leadership Practice</b>	<ul style="list-style-type: none"> <li>Management Reporting Systems</li> </ul>	<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.

**Work with us is easy.** We connect the dots between entrepreneurs, managers, investors, and bankers. We also perform certain services that other turnaround firms may not provide, and we are able to seamlessly integrate with any existing professionals in situations that warrant it.

Last but not least, **we put our money where our mouth is:** our fee structure is tied directly to our performance.

To learn more, call us at 847.945.8700 or visit us at [www.jacquard.com](http://www.jacquard.com).

## Industries Served

### Manufacturers

Automation – very small to very large  
Automotive Aftermarket  
Bicycle Parts  
Cases “sample and department store”  
Cleaning Supplies  
Clothing  
Consumer Auto  
Electrical Assembly equipment  
Electrical Components  
Fabric Printing  
Food Consumer, Staples, Flavoring  
Forgings  
Grinding  
Home Builders  
Jukeboxes  
Kitchen Assemblies  
Medical Equipment  
(hospital and private practice)  
Medical Test Equipment  
Metal Forming  
Mops  
Packaging – dangerous material  
Packaging – temperature controlled  
Packaging Materials  
Plastic Extrusion (consumer parts, plastic wood, electrical parts)  
Point of Sale Displays  
Printed Circuit Boards  
Printing (commercial, display, label and fulfillment)  
Specialty Albums  
Test Automation  
Valve Regulators  
Vending Machines

### Distributors

Collectibles  
Electronic Assembly Equipment  
Ethical Drugs  
Exotic Metals  
Factory Automation  
Fulfillment (various)  
Ice Cream  
Janitorial Supplies  
Jewelry  
Manufacturing MRO Supplies  
Medical Supplies  
Screen Printing  
Specialty Foods  
Used Production Equipment  
Wholesale Foods  
Wines & Beverages

### Service

Audio Visual Systems  
Banking – mid market lending  
Communication Software  
Contractors (general, electrical, HVAC and plumbing)  
Engineering  
Environmental Testing  
Industrial Cleaning and Coating  
Investment Bankers  
Marketing  
Point of Sale Marketing  
Public Accounting  
Publishers  
Surveyors  
Telephone Systems

### Retail

Carpeting  
Clothing  
Jewelry  
Music and Games  
Restaurant Chain  
Toys