

Proudfoot

PROOF POINTS

Technology **Case Study**

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while maintaining a high standard
of quality and service?

With Proudfoot, you can.

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Technology Case Study

ONE OF THE WORLD'S LARGEST MANUFACTURERS of fiber optic cable had developed significant competitive advantages for each segment of its business.

Over time, the diversification of products, solutions and the recent expansion of sales in multiple markets led to a more complex business environment.

As a result, there was a need for appropriate tools that would offer accurate planning features and short interval controls.

The Company President was looking for new ideas that could improve inventory management, enable aggressive forecasting and reduce the need for working capital.

"Previous to our experience with Proudfoot, we had not used an outside consultant for manufacturing issues. We were impressed by their professionalism, methodology, and ability to overcome challenges within our organization. The new environment Proudfoot developed allows us to continue our expansion plan while maintaining our standards of quality and service."

Company President

TRANSFORMATIONAL APPROACH

Working together with Proudfoot, the team:

- 1 **Conducted an end-to-end visual, experience-based and analytical review of internal processes** and interfaces across the company.
- 2 **Initiated daily cadence to analyze delivery times five days in advance.**
- 3 **Recalculated minimum and maximum inventory levels** and other adjustments to improve sales forecast accuracy.
- 4 **Defined key performance indicators** and practices to monitor results at daily and weekly intervals.
- 5 **Engaged all levels of management** in critical operations analysis, proposal development and the implementation of new processes (ranging from delivery planning meetings to devising the sales strategy).
- 6 **Improved a pull-production flow model**, with customer demand as the primary input.
- 7 **Implemented training programs to instill the right behaviors and attitudes** and establish a fully proactive management environment.
- 8 **Developed and installed new management systems** measuring behavior against operational and financial benefits, and strengthening alignment of operations with company strategy.

REMARKABLE RESULTS

23%	reduction in inventory levels
20%	increase in delivery speed
20%	improvement in forecast accuracy

- Positive behavior changes had immediate and lasting impact on performance.
- Refined processes increased the rate of information and enabled decision makers to react accordingly.
- Increased speed of delivery and raised the customer satisfaction level.
- Accomplished full alignment in goal setting, communications and decision-making - resulting in better strategic positioning and greater agility in response to market fluctuations.
- Stronger relationships with distributors lead to increases in sales forecast accuracy and improvement in meeting agreed delivery deadlines.