

Client Case Study

Industry: Food Manufacturing

Business Area: Process Improvements

Background & Problem

The business was a food manufacturer who was struggling to meet increasing demand and had been put on one of their major customer's poor supplier list and risked being delisted if things did not improve.

Actions Taken

Conducted a detailed investigation of business to identify what the problem was. This involved interviewing the directors, managers, line foreman, transport manager and one or two customers. This identified a lack of a robust forecasting process and some gaps in responsibilities and accountabilities within the organisation. The subsequent report identified a number of action points including implementing a robust forecast process and clarifying the responsibilities and accountabilities. The implementation of the actions was then agreed and I was involved in working with the business to achieve them.

The Result

The actions identified resulted in the business being able to plan ahead to ensure that they had the capability to meet demand when it arose. The clarification of the responsibilities and accountabilities allowed the business to remove a layer of management saving 5 positions.

If you want to find out more about any of the areas covered in this case study and how we can support your business – contact us today.