



Operations Leadership On-Demand Education Market

Company Profile

- Educational materials
- In business for more than 40 years
- \$15+ million in revenues

Position/Timeframe

- Director of Operations
- 2 days/week, 14 months

Situation

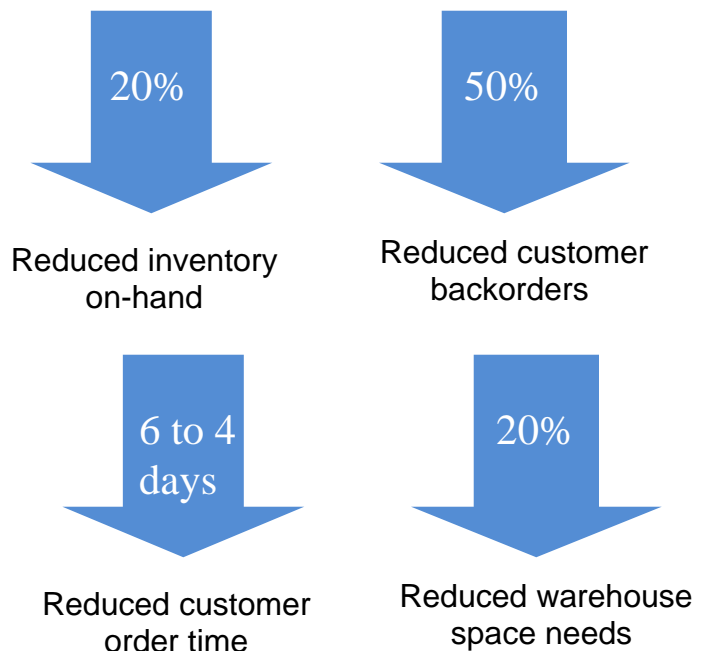
- CEO saw need to focus on
 - Process improvements
 - Staff effectiveness
 - Management strength
- Wanted to provide foundation for future growth

Implementation

- Restructured and resized the organization to meet needs and objectives of the strategic plan
- Optimized the supply and distribution processes and channels in order to ensure quality while minimizing costs
- Develop a set of highly transparent, widely accessible performance metrics to demonstrate

Results

- **Bottom line effect of \$600k+**
- Produced 20% reduction of inventory on-hand
- Reduced customer backorders by 50%
- Reduced warehouse space requirements by 20%
- Reduced customer order time from six to four days
- Renegotiated supplier contracts reducing costs



Client Comments

“What we thought we would get was improved operations – but what we got was an entirely new, performance-based approach to all company activities – and the insights necessary to make substantial strategic changes.”

CEO