

How the Right Operations Consultant Can Help You



Many organizations find that partnering with a qualified operations consultant can help them meet their operational goals faster and more effectively than they can on their own—and that the most significant returns are realized both in gross margin improvement and in revenue growth.



Operational Excellence at Work

A \$350 million nutraceutical company with private equity ownership wanted to accelerate value creation by aggressively embracing Operational Excellence. They reduced operating costs by \$1.5 million through productivity gain, scrap reductions and supply chain improvements and achieved a \$5 million reduction in working capital. Order-to-shipment times fell from 19 days to 8 days. Most impressive, they generated a 5X share price improvement in just over two years with new management and two major strategic acquisitions.



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Getting Results: 6 Ways Operational Excellence Can Boost Financial Performance

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1. Providing the flexibility and responsiveness needed to support the growth strategy, and to free up resources to accommodate growth.
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2. Shortening lead-times to support greater responsiveness to shifts in market demand and changing customer requirements.
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3. Constantly reducing costs to accommodate price pressures and address market fluctuations—with a focus on improved quality, reduced labor and raw material costs, and delivery times.
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4. Accelerating the new product development process from concept to cash—allowing organizations to get to market faster, outpace the competition and make higher margins with more highly differentiated products or services.
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5. Providing a disciplined process for strategy execution—the systematic elements of Operational Excellence create management discipline and a lasting framework for executing strategies and sustaining gains over the long-term.
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6. Using the goal deployment process to drive strategy down to all levels and functional areas — providing the objectives, improvement initiatives, targets and responsibilities required to deliver the plan.

6 Things You Should Know About Your Operations Consulting Firm (Before You Hire Them)

Organizations that embrace Operational Excellence and focus on performance improvement are in the best position to realize sustainable gains in long-term value creation. They can often accelerate change and leverage the results to achieve long-term growth and competitive advantage. The need for Operational Excellence is clear, yet not all operational consultants are alike. Before you engage a consulting firm for your value creation initiatives, evaluate their potential for success with the following checklist:



1. FRAMEWORK & STRUCTURE

Does the operations consulting firm you are considering have a detailed roadmap for implementation and long-term success? Do they offer a framework that leadership can learn and adopt, and a disciplined methodology that can be left behind after their engagement?



4. DEPTH OF EXPERIENCE

Can the operations consulting firm you are considering point to specific technical or vertical industry expertise? Will your assigned team be made up of seasoned operations professionals? Have they worked closely with a number of client organizations that share your challenges and organizational characteristics?



2. ABILITY TO SCALE

Does the firm have the experience, resources and knowledge to be effective in a multi-state, global footprint? Do they speak the local languages and understand the nuances of regional business cultures? Are they willing and able to be on-site whenever and wherever they are needed?



5. WORK STYLE

Can the operations consulting firm you're considering demonstrate an ability to collaborate as true partners—with evidence of a hands-on implementation style? Are they "doers" with a bias for action and a commitment to your business objectives?



3. MEASURABLE RESULTS & ROI

Can the operations consulting firm you are considering be counted on to introduce, align and implement the relevant metrics that measure success for both top- and bottom-line results? Do they guarantee your satisfaction with the results?



6. RELATIONSHIP & TRUST

Can the firm establish meaningful rapport with senior level management, operations leaders, and front line associates? Will they be present throughout the engagement and develop long-term relationships built on trust and frequent touch points? Are they willing to deliver an objective, unfiltered message at all times?

SPEED WINS EVERY TIME

TBM specializes in operations and supply chain consulting for manufacturers and distributors. We push the pedal down in your operations to make you more agile and help you accelerate business performance 3-5x faster than your peers.

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