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Logistics consultants – Delivering measurable logistics improvements



As you grow, costs rise and every link in your supply chain is severely tested. In order to keep your customers happy and your costs in check, every link must be as strong as every other.

Supply Today's experienced logistics consultants will help you develop a 'ship-shape' supply chain that will **improve inventory management, reduce total operating costs and increase customer satisfaction**. By leveraging people, processes and your current technologies, we'll deliver quantifiable results and measurable ROI.

In other words, we'll help take you to the next level. And just as importantly, we'll help keep you there.

- Logistics consulting services
 - Strategy development for supply chains
 - Third party services providers contract reviews
 - Inventory management solutions and improvements
 - Project management
 - Key performance reporting and reviews
 - Lean warehousing training and implementation
 - Outsourcing and RFQ management
 - Logistics operations solutions and improvements
 - Warehouse cost optimisation and key performance reporting
 - Solutions, not just recommendations!
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About us - Logistics consultants since 1998



Established in 1998, Supply Today delivers a powerful set of logistics consulting services to help ensure your success. Our lean, practical, fresh perspective that helps you become more competitive and gives you the ‘on-the-spot’ solutions you need to lead your industry.

The Supply Today advantage

We didn’t become one of Australia’s leading boutique logistics consultancies without good reason:

- We’re extremely good at achieving results and resolving logistics and warehousing problems.
 - We’re dedicated to raising the bar in what has traditionally been a low tech, blue collar environment.
 - Our commitment to excellence and professionalism is second-to-none.
 - We specialise in the application of technology solutions and lean to warehousing, so you get maximum process visibility and real time information.
 - We’re extremely resourceful and consistently accept responsibility beyond the task at hand.
 - We deliver exceptional economic returns, time and again.
 - We adapt to change without interruption within a warehousing environment.
 - We’ve been described by clients and peers as:
 - “well-respected and high achieving consultants”
 - “trouble-shooters, negotiators, educators and listeners”
 - “proactive, quick to learn, energetic, humorous and honest”
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Logistics strategy & supply chain strategy development



As your business grows, your supply chain becomes increasingly complex. In fact, the speed at which your logistics function must adapt generally far exceeds the rate of change across the rest of the business.

An effective logistics function must **support your business growth as it happens** – not after the event. Just as you map out the future of your business, it's also wise to **plan the future of your logistics** function. Without adequate planning, your supply chain will quickly feel the strain of increased and changing demands, leaving you with disgruntled customers and increased operating costs.

Supply Today offers a unique combination of hands-on experience with complex, multi-faceted organisational processes, advanced strategy formulation skills and proven implementation track record. In other words, **we understand business**, we understand **planning**, and we understand **doing**. All that's left is to marry the three to develop a logistics strategy that aligns with your business plan and helps achieve its goals. And this we do on a daily basis...

Our general approach is:

- Strategy development
- Planning for implementation
- Execution of the plan

This can all be done in a very **detailed report or as part of your day-to-day operations**.

At Supply Today, we adopt an energised, 'can-do' management style and employ highly developed analysis skills, organisational abilities, vision and tenacity to devise and implement innovative strategies that deliver exceptional **bottom line results**.

Third party contract review and contract management



Third party contract reviews are a challenge for any organisation. They're complex, convoluted and the smallest oversight can have devastating repercussions for your business. And to make matters worse, third party contract reviews often arise as a result of significant business changes, so it's difficult to give them the attention they deserve.

Many companies seek legal advice before signing on the dotted line, but in most cases, that's not enough. Legal advice, while necessary, typically covers only the legalities of the contract; **solicitors generally don't have the operational experience** required to address the contract's appropriateness, from an operational standpoint. Before finalising a third party contract, it's vital that you identify and **mitigate any non-legal risks**. Otherwise your logistics staff will later be forced to spend too much time fixing problems that a good legal and operational contract could have prevented.

With more than 10 years' experience managing third party contract reviews, Supply Today can ensure that your contract is effective, efficient, productive and profitable. Most importantly, it will work for you.

Supply Today contract reviews

- thorough cost review
 - recommended suggestions in plain English written report
 - confidentiality assured
 - can be performed periodically or on an ad-hoc basis
 - independent expertise balances the negotiation
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Key Performance Indicators (KPIs)



As your company grows, new operational complexities are introduced, generally resulting in new staff and additional layers in your company organisational chart. Decision makers become more removed from the ‘front-line’ and visibility of cause and effect is obscured. This means that the ‘**management by feel**’ approach adopted by many small business owners **becomes impossible** for growing and larger companies.

You need a more objective way of **measuring your company’s strengths and weaknesses**. Using Key Performance Indicators (KPIs), you can precisely and objectively identify the areas of your business that are responsible for your success (or otherwise).

So if you need to determine if the cost of your service levels are too high, Key Performance Indicators (KPIs) can tell you. If you’re unsure whether the service level you’re providing is in line with your business needs, Key Performance Indicators (KPIs) will deliver the answer.

With 10 years’ specialist KPI experience, Supply Today can take an accurate snapshot of your business and analyse this information to determine **exactly which areas need improvement**. Our comprehensive Key Performance Indicator (KPI) reviews cover:

- Operational review of your data
 - Results and graphs for each KPI
 - Plain English report
 - Comments and areas for review if required
 - Review can be performed periodically or on an ad-hoc basis
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Understanding your supply chain data



It's one thing to have an **inspired logistics function**, supported by a visionary logistics strategy that is aligned with your business objectives and based on precise Key Performance Indicators (KPIs). It's another thing entirely to **know how to manage it...**

To manage your logistics function, you need to be able to effectively **plan**, make **decisions** and **adapt**. And you can't do any of these things if you can't **interpret your logistics data**; you're just feeling your way around in the dark.

Supply Today can turn on the light. We can help you interpret quantitative and qualitative analysis so that you can make better decisions. We'll work with your logistics team to collect, analyse and interpret your data in order to identify trends and opportunities to improve your supply chain. From process re-engineering to core competencies analysis, we'll provide your business with a suite of analysis skills to help move your organisation forward.

Key Areas of our management analysis services

- Business process reviews
 - Efficiency and effectiveness reviews
 - Cost to serve reviews
 - Organisation, staffing, and operations analysis
 - Sales and operations planning
 - Best practices identification
 - Inventory management analysis
 - Custom-designed solutions available
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Logistics audit - Supply chain logistics management recommendations



While the focus of our logistics consulting approach is on doing (not just recommending), we're often called upon to help our clients **assess their current logistics position**. They want to know:

- What is my current customer service level?
- What and where are my hidden costs?
- What are the risks in my current inventory practices?
- Where are staff more critical than process?
- Do we have enough staff and equipment or too much?
- Do we have physical security of our products?

What we check

Within your logistics processes, we determine whether customer service, inventory and warehouse are being adequately managed. Our goal with this analysis is to obtain reasonable assurance that records are complete and accurate for decision-making purposes.

Specifically, we examine:

- Protection in variations in supply
 - Ordering regimes from suppliers
 - Information systems and organisational communications for logistics decisions
 - Training of people responsible for inventory management
 - Managing different stock categories for various types and facilities
 - Monitoring stock including understanding of stock turnover and slow stock movers
 - Determining what and how much stock to carry
 - Supplier performance
 - Data integrity and validity
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Inventory management – Effective inventory stock control



As a product based business, your success revolves around **maintaining exactly the right stock levels**. Too little stock, and you can't meet customer expectations and service level agreements, and you tend to pay too much per unit. Too much stock and you could experience cash flow difficulties and storage dilemmas, not to mention the risk of products failing to move or being superseded.

Inventory management is a balance between the need, the cost and the timing. Effective inventory management simultaneously **frees up capital** and **improves customer service**.

With more than 10 years' experience in inventory management and inventory stock control, Supply Today can dramatically improve your inventory management systems. From small and mid-sized businesses to complex blue chip enterprises, no matter what your industry or market segment, we can transform your inventory management from business burden into business backbone.

- Inventory control
 - Inventory management
 - Safety stock management reviews
 - Forecasting, sales and operations planning
 - Inventory management reviews
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Forecasting, sales and operations planning (S&OP)



If products are your business, success is a balancing act. You need to be able to actively and effectively secure sales and efficiently manage the process of getting goods to the customer.

Given the inextricable interdependencies of sales and operations planning, ongoing success for a growing or large business is only feasible if you're able to accurately forecast demand and integrate forecasting into your inventory, sales and marketing plans.

Accurate, integrated forecasting gives you the ability to strategically direct your businesses to achieve competitive advantage on a continuous basis:

- optimise inventory, sales, financial control and purchasing
 - formulate effective customer service strategies for products
 - accurately set purchasing quotas
 - confidently and cost-effectively schedule advertising expenditures and sales promotions
 - establish operating budgets and manage cash flow and capital budget / expenditure decisions
 - reduced excess inventory
 - fewer stock shortages result when demand exceeds supply
 - fewer unnecessary production line changes to fulfil unanticipated demand
 - improved customer service levels as supply and demand balance
 - more economic purchasing power
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Change management



Change is a process, not an event. The inner workings of any organisation are complex and interdependent. Even the slightest modification can upset your **company's equilibrium**, with potentially disastrous results.

But in business, change is a **fact of life**. Sometimes it's forced upon you; sometimes you simply need to change so that you can realise productivity improvements in revenue, quality, costs, and customer service. The only real choice you have is how you **manage that change**.

Supply Today has a 10 year track record in successfully managing change. We blend motivation, leadership, and creative and analytical abilities to devise and implement innovative solutions. Solutions that make change as **smooth – and successful** – as possible.

- **Support** - Specialist programs for logistics processes under pressure. To achieve your targeted improvements, we work with your organisation to facilitate a change in culture, to improve the way your organisation functions.
 - **Understanding** - Demonstrated change management and logistics expertise means we already understand your needs and will support you and your team in meeting your challenges, at the required time.
 - **Measurable benefits** - The broad process of Logistics Change Management requires specialist skills to successfully introduce order and deliver change. Change in an organisation must have tangible and measurable business benefits.
 - **People** - Change can only happen with the support of management and affected staff. We specialise in understanding cultures under pressure and enabling changes to happen, quickly.
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Project management



In order to meet your sales commitments, you **rely on your warehouse** successfully sending out the necessary product, at precisely the right time. There are hundreds of miscellaneous tasks involved (which can make the whole thing seem quite overwhelming), but when it comes down to it, **it's all about project management**.

In its most basic sense, a project is a group of individual tasks that work together to meet a pre-determined goal. No matter what tasks or outcomes you need to improve, effective, efficient project management is the key.

Project management services

Since 1998, Supply Today has managed countless projects of all types and sizes:

In order to minimise the risk associated with your projects, three things are required: inside knowledge, hands on experience and an objective perspective. Without these three vital elements, there is a risk that you will analyse the business challenge at face value. This is a high-risk approach because your logistics processes are a compromise between conflicting priorities in a physical environment controlled by a computer running daily priority changes.

At Supply Today, we minimise project management risk by working closely with our clients to minimise the impact of any change that is being made during your logistics project.

Our staff are hands-on who have actually been in the top positions in logistics and have been responsible for prior implementations and the results achieved. They combine practical, real world experience and high level educational qualifications.

Warehouse management system (WMS) implementation



Your **Warehouse Management System (WMS)** isn't just a piece of software that manages the movement and storage of materials throughout your warehouse; it's **critical to meeting customer demand** and therefore key to customer satisfaction.

As such, the integration and ongoing management of your Warehouse Management System (WMS) shouldn't be treated as a shared part of a generalist warehouse role. The successful project management of your Warehouse Management System (WMS) is a **specialist task** that is central to the success of your organisation.

At Supply Today, we've project managed the installation and operation of dozens of Warehouse Management Systems (WMSs). We're an **exceptionally effective interface** between you, your technology and its users, because:

- We understand complex business and warehousing operations, so we know **what needs to happen**.
- We understand computer technology, so we know **how it's going to happen**.
- We're equally **capable of communicating** with floor staff, programmers and software vendors.

Just as importantly, we remain completely focussed on the specific warehousing needs of your organisation. In other words, we do what needs to be done.

Warehouse optimisation



An underperforming warehouse can cost a great deal of time and money. Inefficiencies and mistakes can lead to overstocking or understocking, late or damaged deliveries, customer credits and cash flow difficulties. And they will always lead to customer dissatisfaction.

A finely tuned, well **optimised warehouse**, on the other hand, **supports your business**. Warehouse optimisation means optimum staffing levels, efficient processes, accurate reporting, safe storage and timely deliveries. In other words, it means satisfied customers.

At Supply Today, we've been optimising warehouses for 10 years. Sometimes we're asked to fix an existing (usually unidentified) problem; sometimes we're future-proofing. Whatever your reason for optimising – whether **reactive or proactive** – we can help. We help ensure you obtain the right materials and products, and that you distribute them to the right places, in the right quantities, at the right time, for the right customers and for the optimal cost using lean methodologies.

We're experts at resolving complex operational and organisational issues to enable your **warehouse to achieve its true potential**. Our specialist consultants will refine your warehouse management processes and systems, delivering improved customer service, reduced inventory variances, raised productivity, reduced cost and reduced response time when processing orders. Benefits that fall **straight to the bottom line**.

Just as importantly, we design and structure programs and strategies that deliver sustainable results using Lean Design for Six Sigma (LDFSS), so you'll enjoy the benefits long after we're gone.



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