

Operational Improvement

Supply
Chain
Results
Delivery

Operational
Improvement



Performance
Measurement

Software
Implementation

Delivering Supply Chain Results

“MetaChain played an important part in working with Cargill to implement our Supply Chain solution. The MetaChain consultants provided a blend of supply chain processes and technical knowledge to meet our business requirements.”

Cheryl Fischer
Planning Application
Manager
Cargill Foods

“In order to receive additional Supply Chain benefits within an aggressive timeline, it was very critical to Coca-Cola FEMSA that an experienced consulting team work together with us. MetaChain’s expansive APS product expertise, their Supply Chain knowledge, and commitment to succeed have been critical contributors to our achievements so far.”

Hector Calva
Mfg. And Logistics Mgr.
Coca-Cola FEMSA

MetaChain, Inc.
17130 Van Buren Blvd #405
Riverside, CA 92504
Phone: 909-776-4685

Operational Improvement and Impact on Results

MetaChain’s Operational Improvement offering works with clients to impact the supply chain by focusing operations, processes, and people on supply chain results. Operational Improvements, Performance Measurement, and Software Implementations are the three critical levers on which our Supply Chain Results Delivery practice is based. Aligning efforts in these three areas allows our clients to get more value out of each supply chain investment and to capture sustainable financial results.

MetaChain’s clients pursue these initiatives for a number of reasons including:

- Focusing using the supply chain on delivering financial and customer service results
- Gaining competitive advantage through supply chain improvements
- Unlocking the promised value of a past technology implementation
- Ensuring that a new technology investment is able to deliver ROI, by aligning it with the right business strategy and supporting processes



Approach

During each project, MetaChain’s Operational Improvement team analyzes financial results, process improvements, operational changes, operational polices, decision making systems, and change management. These analysis are used to identify opportunities to improve supply chain operations and results.

MetaChain understands the value of operational improvement, the complexity of software technology, and the importance of effective performance measurement. Because of this experience, MetaChain’s team is uniquely positioned to help our clients determine which Operational Improvement initiatives can be implemented independently and whether software technology needs to be part of the initiative. Sometimes a basic process or policy change is all that is necessary to gain an improvement. In other cases, properly aligned software implementations may provide a critical tool for these improvements and performance measurements may provide a method for sustaining and building on the improvement.

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Delivering Supply Chain Results

Our staff of supply chain management consultants have worked throughout the industry helping organizations move towards their supply chain goals. Our experience is rooted in years of work as industry consultants and as supply chain practitioners.

Let our experience deliver results for you.

Visit us at
www.metachain.com for
more information

Based on a review of the different areas of the business, the team chooses a set of analysis to be performed in order to identify root causes for problem areas, and to develop recommendations. While there are a large number of potential operational improvements that could be pursued, a few examples are shown below.

Analysis	Findings	Operational Improvements	Results
Backorder Root Cause Analysis	Unsatisfactory Method for determining inventory targets leads to inventory imbalance backorders	Implement inventory target tool and process for ongoing updates	Lower inventory levels and more accurate targets
Customer / Inventory Segmentation Analysis	Holding excess inventory for C customers	New Stocking and ordering policies defined by customer class	Increased service level through differentiated stocking policy
Order fulfillment cycle time analysis	Lack of expertise in using existing scheduling tool and poor manufacturing schedule Lack of synchronization between planning and transaction systems	Software training program and APICS program implemented with scheduled follow up Realignment of planning cycle and creation of additional interfaces between SCM and ERP systems.	Reduced cycle time and increased schedule stability through faster more realistic schedules Increased responsiveness to hot orders Shorter overall lead times

People

MetaChain's Operational Improvement team comes from a variety of backgrounds including management consulting, industry, and software. The team is unified in a common objective of understanding a clients business, providing practical recommendations, and working with the client until results are achieved.

Clients

MetaChain's clients come from a variety of industries, including Healthcare, Consumer Products, Discrete Manufacturing, and Oil and Gas. The scope of our projects ranges from overhaul of the order entry process to full scale re-engineering of the supply chain. Our clients are characterized by a willingness to change in order to achieve sustainable supply chain results.

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