

Packard Bell.

The Client:

"We are now starting a new phase where we have better control of our key performance parameters. This has already had a positive impact on our business and especially in inventory reduction. We are already tackling some of the issues that have been outstanding for years!!!"

**Christophe Hubert,
Senior Supply &
Planning Manager,**



Service Parts Inventory Optimisation

The Problem:

Our Client was experiencing poor inventory performance, in terms of value and inventory turns. Parts availability performance was generally good, but at a cost.

The objective was to help them to achieve their inventory reduction targets through a series of initiatives aimed at delivering greater utilisation and understanding of their planning application, Xelus, and to develop and deliver training programmes to users and super users

Our approach:

Through a Discovery process, we understood the Clients strategic objectives and targets for inventory reduction.

We studied the Clients current planning processes, data feeds and utilisation of the functionality available to them within their Xelus application.

We provided a detailed set of recommendations regarding configuration changes, parameter settings, and user training programs to help make them self sufficient in the future.

The results:

The changes implemented by our Client including those resulting from our recommendations and training programmes have had a significant impact on their inventory performance, and the overall level of capability within the planning community has increased significantly.

In less than 12 months, a 37% reduction in service parts inventory has been realised, which has equated to an improvement in stock turns from 2.3 to 3.1, a 35% improvement.

The training and development programmes created and delivered by the Service Business is helping to realise a level of self sufficiency that will ultimately ensure our Client will be in control of its destiny.



For more information, please contact us.
The Service Business Ltd
Tel: +44 (0)121 635 5745
Email: info@theservicebusiness.com
Web: www.theservicebusiness.com