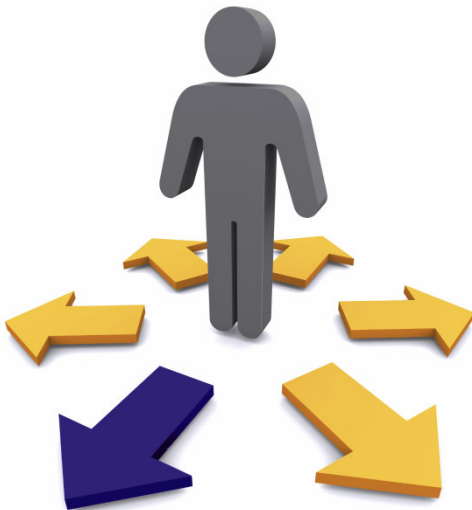




## The Client:

"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 supply chain analysis

## The Problem:

To compliment a specific project on inventory optimisation, our Client invited us to look at the wider aspects of their service supply chain.

The objective was to ensure that the effectiveness of changes made to their inventory optimisation processes were maximised, and not compromised by competing processes elsewhere in the supply chain.

## The results:

A number of recommendations were made, including the implementation of no fault found screening on a range of commodities to avoid the associated high costs of unnecessary returns.

The introduction of vendor owned inventory (VOI) across the high volume repair centres within EMEA, and the optimised use of slower logistics transport modes, to minimise the high levels of express freight costs being incurred.

## Our approach:

A structured agenda was prepared to structure a focussed week of assessments, interviews and data gathering, so as to minimise the impact to the Client from our time on site. The agenda covered everything from technical call centre, spare parts distribution, reverse logistics and warranty recovery & repair. Meetings were pre-arranged with each head of department, data collated, analysed, weaknesses and opportunities identified. The week culminated in a formal presentation of our findings and recommendations



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