

Lisa Anderson's *Profit Through People*[®] Newsletter



Enabling Scalable, Profitable Growth No 176, January 2021

As our inaugural newsletter from LMA Consulting's founding in 2005, Profit through People remains our flagship brand because although most clients call us because of our manufacturing, supply chain and technology expertise, the 80/20 of success goes straight to people!

Lisa's Note

Hope you had a fabulous holiday season! I had another crazy several weeks leading up to the end of the year. Good progress & results on key client projects. More items in the news. Holiday preparations. Book projects. How about you?

One of the projects that has been a MAJOR pain in my side has been trying to get my Kindle eBook into additional formats on Amazon. I'm thrilled to say that after way too many tweaks and adjustments, my eBook is available for [print on demand](#) in addition to Kindle. Getting my audio book published has really been a tall order (thanks to C.J. Nord for reading it expertly and thanks to Scott Herman, my webmaster for navigating Amazon's audio portal to figure out how to get it 'done'). I'm pleased to say it is very close to being available on Audible. Stay tuned [here](#). If you are a client, I will be posting to my Clients Only portal on my website as well for free. Last but not least, my eBook in conjunction with top notch global supply chain consulting colleagues was also finally loaded on [Amazon Kindle](#). Of course, there is still a small issue with my author link waiting on a help ticket from Amazon but I guess I am not a priority :-(. It is a must read on the strategic supply chain.



Presented by 

Well, unfortunately, I didn't want to take any chances and so I wasn't able to visit my Mom and family. We did a Zoom session and so that was nice but I look forward to when I'll be able to go to AZ. Last week, my Mom had a health scare and took 'Uber' for grandparents to the emergency room but it turned out to appear very serious yet be fixable/ not serious. Definitely good news! For New Years, I tried to get ahead so I could figure out ballpark taxes (such fun!) and rested while watching TV etc.

Continuing to talk about the [website upgrade](#), I'm very excited about my new searchable [audio and video webpage](#). Also, since [podcasts](#) have skyrocketed in popularity, I'm thrilled that I've been on several podcasts recently and have several more coming in the next month to help navigate and excel in these turbulent times.

IN THE NEWS

I'm most excited about publishing an eBook in conjunction with a group of the top global supply

chain experts "[Thriving in the New Business Environment: Why the Strategic Supply Chain Matters](#)". It is available for free download for clients and colleagues on my [website](#).

And it was a value-packed time period for my latest speeches, articles & quotes:

- My session at the [World Manufacturing Forum](#) has been posted
- Spoke on a webinar "[Advanced Warehouse Management: Leveraging Key Metrics to Increase Efficiencies and Resiliency](#)" with Arbelá
- Spoke at the [Claremont Rotary](#) on the latest in supply chain
- Published an article in Brushware Magazine "[Manufacturers Trending to Digital](#)"
- Featured in an Intellex Insight Report "[Supply Chain Resiliency in a Pandemic World](#)"
- Interviewed by NS Packaging in "[How is the Covid-19 Pfizer/BioNTech vaccine being distributed?](#)"
- Published press releases on [sustainability and smart manufacturing, noteworthy trends from 2020](#) and was quoted in SAC press releases on [putting customers first for rapid growth in 2021](#).
- Picked up in the [ProVisors Accelerator](#) newsletter on ERP and cloud and in [Quality Digest](#) on sustainability and smart manufacturing
- Panelist on an Interlinks podcast "[Supply Chain Strategy & Tactics Post COVID](#)"

Here's to a successful 2021 for manufacturing, supply chain and technology!

Enjoy,
Lisa

[Email](#)
[LMA Consulting Group, Inc.](#)

P.S. Know anyone who is interested in increasing the value of their business? Refer them to [us](#).

Vaccine Manufacturing & Logistics



What could be more top of mind than the vaccine distribution to combat COVID? This was the topic of a recent Interlinks podcast on [Supply Chain Innovations](#) with a group of global supply chain experts. The panel of experts discussed vaccine distribution around the world and associated implications. [Listen to our discussion](#) and send feedback.

[Operation Warp Speed](#) has accomplished what most thought impossible. A vaccine went from 0 to approved, manufactured and in distribution within 9 months instead of multiple years. There were several key factors in making this a success: 1) Clear goal. 2) Public-private partnership. 3) Utilizing the best in class companies for each segment in the end-to-end life cycle / supply chain. 4) Reducing lead time for each step in the process. For example, manufacturing capacity and distribution capacity ramped up long before approval so we could be "off and running" rapidly. It is reminiscent of manufacturing professionals skepticism of the feasibility of accelerating new product development timelines or customer lead times of configure or engineer-to-order products to be 5 days instead of 5 months (as an example). Make the impossible possible.

Now that the vaccine is in the hands of the states, there is a WIDE difference in effectiveness thus far. It is a typical problem across clients and organizations of many sizes. Not all plants run the same way. Not all distribution networks are as efficient and effective as others. Not all people see the topic the same way. And, certainly not all states agree on the priorities for distributing the vaccine. Hot off the press, my Mom received her first dose of the vaccine in Arizona whereas my

home state California has definitely struggled early on. As time goes by, the states will gain experience and ramp up.

Manufacturing is in high gear. The supply chain is ready and equipped, and the states are gaining experience. It is expected that additional vaccines such as JNJ will be approved soon. Undoubtedly, given the speed and momentum, we will be "back to a more regular routine" before we know it, driving a strong economy with pent up demand.

What lessons can you take away from this success to apply to your business? Read more about these types of strategies in our eBook, [Future-Proofing Manufacturing & Supply Chain Post COVID-19](#). If you are interested in a rapid assessment to determine how to apply these types of principles to your organization to accelerate progress, [contact us](#).

[Did you like this article? Continue reading on this topic: Should Supply Chain Be a Strategic Function](#)

Interlinks Podcast & What's Going on With the Vaccine Distribution

I participated with a panel of global supply chain experts to talk about the vaccine distribution, sustainability and other hot topics in supply chain innovations.



Future-Proofing Manufacturing & Supply Chain EBook

Check out our [eBook](#) on navigating & successfully emerging post COVID-19:



Made In China or Made in the U.S.A.?

Made in China or made in the U.S.A.? There is a lot of talk about this critical, hot topic. Said another way, will reshoring increase? According to executive surveys, according to clients, according to top supply chain consultants, the answer is undoubtedly trending to MADE IN THE U.S.A.



A few noteworthy points on the topic overall (of course, it depends on your industry, company and unique situation; however, consider these from an 80/20 standpoint):

- **COVID exposed risks:** Suddenly, China manufacturing came to a screeching halt with COVID exposing the global risk in the supply chain. Establishing priorities were not necessarily the choice of your supply chain partner. How exposed is your supply chain?
- **Amazon Effect:** Customers expect immediate responsiveness, driving the need for speed and resilience in the supply chain. Were you able to respond?
- **Labor is no longer noteworthy:** Labor costs have decreased significantly in proportion to the total cost. Wages continue to rise in China. Productivity has increased. Technological advances have made labor less relevant. Did you stay too long in China due to inertia?
- **IP theft:** Executives are definitely concerned. What could be more important?
- **Changing laws:** China put a new law in place about a year ago that allows the government to see anything that comes across a server. Thus, everything sent to China will be widely known. Are you OK with competitors gaining access to your secrets?
- **USMCA:** This new agreement encourages increased collaboration in N.A. so that executives have more control over their costs, speed to market and flexibility and responsiveness to changing conditions. Have you explored new partnership opportunities?

What are your plans for manufacturing? Of course, many organizations moved manufacturing to Vietnam. However, is your Vietnam facility run by Vietnam or by China? You might have simply moved your issue. No one approach is always best. Instead, the key question is as follows: Are you minimally diversifying your supply chain? If not, jump on it. If you are interested in talking through these strategies further, [contact us](#) to discuss your situation and objectives.

[Did you like this article? Continue reading on this topic:](#)
[Reshoring: Is it All Hype or Action?](#)

Predictions Document

Check out our 2020 predictions document [here](#). More than just the coronavirus:

<p><i>"Automation will no longer be just for processes. Increased focus on automated analytics will drive efficiency and productivity and change the role of the Supply Chain in 2020 and beyond."</i></p> <p style="text-align: right;">Leigh Boghossian SVP Supply Chain - Green Dot Corporation</p> 	<p><i>"These are different times to say the least.....it is the externalities that I worry about."</i></p> <p style="text-align: right;">Fran Inman Senior Vice President - Majestic Realty, Co.</p> 	<p><i>"Specialization and thinking through the tradeoffs between automation and flexibility will be the key to drive success."</i></p> <p style="text-align: right;">Craig Young Senior Director of Operations - Neilson, LLC</p> 
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Do You Have a Modern ERP System?

As COVID continues to rage and some areas of the country are locked down, many businesses struggle. On the other hand, by all reports, many other businesses had their best year ever in 2020. What is clear across the board is that the pace of technological change has accelerated. Whether it is due to going virtual and other COVID impacts, trying to keep up with changing customer needs, being resilient to ever-changing conditions, and/or the desire to increase profitability, what was expected to be in place by 2025 is being put in place imminently. Are you prepared for this digital transformation?



Which Technologies are Relevant?

It absolutely depends on your industry, supply chain partners and your unique situation; however, there are lots of conversations, progress and focus on ERP, artificial intelligence/ machine learning, IoT, augmented reality, automation and robotics, autonomous vehicles, blockchain, cyber security, business intelligence, CRM, B2B/ B2C, demand and supply planning, WMS and many more topics. By all accounts, if you tried to pursue each of these objectives, you are likely to fail miserably. So, where do we start?

Start with Your Base

Just as you cannot worry about window dressings for a house with a shaky foundation, you cannot think about progressive technologies if you are built on a house of cards. Will your ERP system support advancement? Or, will you struggle with a hodgepodge of software that will not enable growth and profitability?

Although I am not a proponent of upgrading ERP without a substantial reason (after all, it is one of the most significant investments of time, money and resources you'll ever make), you also cannot be left in the dust. More companies will pull away from the pack during these turbulent yet opportunistic times than in any other within the foreseeable future. Are you prepared for success? If not, you must start by upgrading to a modern ERP system. In today's environment, there is no possibility for success without a solid, scalable ERP system that supports providing a superior customer experience, allows for both efficiency and resiliency, enables configuration to support differentiation while also supporting easy upgradability and facilitates the seamless integration with best in class technologies to support evolving business needs.

If you are interested in whether it is time to upgrade (or not) and how to select an ERP system AND partner, please refer to our [blog](#) for countless articles of value or [contact us](#) for assistance.

[Did you like this article? Continue reading on this topic:
The Prominence of Manufacturing & Supply Chain Technology](#)

Connections

THIS MONTH'S REQUESTS:

- A contact referred by a colleague at CSUSB is looking for a role in retail, real estate, and/or shopping malls. He can be a good fit as Mall Manager, Operation Director, Leasing Manager, or Marketing, and he also can fit as Project Management roles for tenants improvements for brands or shopping malls or real estate companies. Please contact [Omar Salahieh](#).
- A contact in Riverside is looking for a Finance leader. If you have suggestions, please email [me](#).
- Do you know a top notch intellectual property, labor law or bankruptcy attorney in the Inland Empire or surrounding area interested in growing his/her business and meeting top-notch trusted advisor colleagues? My [ProVisors](#) group has an opening for these professions, and we have lots of referrals for these professions on a regular basis. Please introduce [me](#).

NOTE: To submit an item for this section, please send me an email with a short description of your needs and an email address. Please note that NOT all requests will be published as it must fit the guidelines and align with the Profit through People brand.

[Check out our new video & articles series](#)

