

# Lisa Anderson's *Profit Through People*<sup>®</sup> Newsletter



May 2020 - Issue #170

## Welcome from Lisa

### Lisa's Note

Who knew I could be SOOOO busy while never leaving home! I have taken to working part-time from my desk and part-time from the kitchen bar stool. In fact, I prefer the kitchen most times. I arranged a Zoom call for Easter with my family, and it was great to see everyone virtually. It was definitely the first Zoom call for most of them! Aside from that, my excitement is going to the grocery store, watching TV shows (who doesn't love Miss Fisher's Murder Mysteries!) and doing dishes. Oh, and my brother set my Mom up with Alexa Drop In, and so we can see each other most days if she is in the correct room when I drop in.



Clients have either had to shut down if non-essential or are experiencing volatility and the Bullwhip effect to extremes if considered essential. In observing manufacturers and distributors as well as attending industry webinars and brainstorming with thought leaders, I realized it would be of significant value if I could put together an eBook on navigating, and more importantly, successfully emerging from this pandemic. Thus, I hunkered down on the kitchen bar stool and wrote an eBook, [Future-Proofing Manufacturing & Supply Chain Post COVID-19](#), from soup to nuts covering every strategic area as well as function/ department. Please refer it to your friends and colleagues as it is a free download, and I'd love to spread the insights and gain your feedback.

I'm also quite proud of the webinar series my Association for Supply Chain Management Board of Directors put together, [Navigating Through Volatility](#) as well as the [Thriving Through Ambiguity](#) series my business partner, [Linda Popky](#) and I put together for [Society for the Advancement of Consulting](#). Top-notch speakers and topics!

I have remained the toilet paper queen as the media continues to call frequently to talk about supply chain implications of product shortages, typically toilet paper although today the topic turned to hand sanitizer. I was especially excited about being on the [news](#)! It is getting harder to look presentable although I think folks are more forgiving these days (at least that is what I tell myself).

### IN THE NEWS

Check out my latest speeches, articles & quotes:

- Featured in articles & interviews on the supply chain impacts of coronavirus in the media including [Direct Relief](#), [Courthouse News Service](#), [Business Insights](#), [SAC Press Release](#), [PR Newswire Press Release](#) and in [ProVisors](#) and

ExpertClick in a [Coronavirus Cinema Collection Videos list](#) a [Top Six COVID-19 News Releases list](#).

- Featured in video on supply chain implications from the coronavirus on [Supply Chain Chats](#) and [Channel 10 News](#).
- Quoted about the future of supply chain and trade disruption in [Supply Chain Dive](#).
- Apparently if supply chain wasn't in the news, ERP was the hot topic because I was quoted in [Tech Target](#) on ERP upgrades, [Digitalist Magazine](#) on intelligent ERP, and in [SelectHub](#) on ERP implementation.
- Included in an eBook, [Successfully Navigating the COVID19 Pandemic](#): Thirty steps your business can take today to be prepared for future success.
- Published an eBook, [Future-Proofing Manufacturing & Supply Chain Post COVID-19](#)

Join me on May 19th as I participate in a panel on [The Future of Manufacturing](#).

Please let me know if there is anything I can do to help you during these turbulent times, and/or perhaps we can collaborate together for the greater good.

Lisa

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

P.S. Know anyone who is interested in achieving scalable, profitable growth? Refer them to [us](#).

## Eagle Eye Immediate Strategy

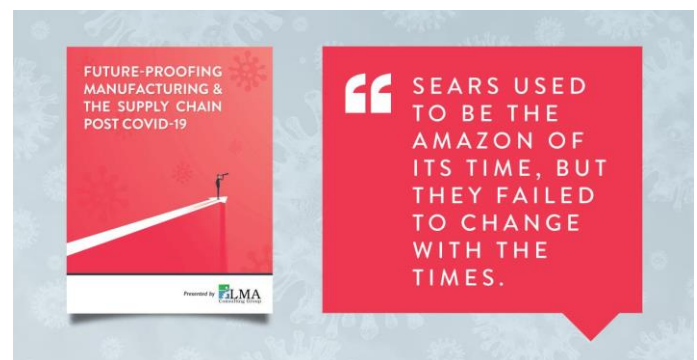
Do you want to be Amazon or Sears? Sears used to be the Amazon of its time, but they failed to change with the times. There is little life left in this former powerhouse of retail. On the other hand, Amazon continues to evolve and is clearly doing quite well in these trying times. In fact, our clients are experiencing growth across the board in only one category - e-commerce. Amazon continues to rule the day!

As I state in my eBook, [Future-Proofing Manufacturing & Supply Chain Post COVID-19](#), if you want to be more like Amazon, you will rethink strategy but NOT like you might think. It should not be a lengthy process that looks across multiple years. Instead, create an 'immediate strategy.' What does that look like? Read about an immediate, 3 and 9-month strategy in the [eBook](#):

1. **Immediate Strategy:** Focus on establishing immediate priorities, assessing risks and understanding your customers, suppliers and other partners.
2. **3-Month Strategy:** Focus on how to keep moving forward and increasing value
3. **9-Month Strategy:** Focus on how to redesign to take advantage of the opportunities

As you think through the strategies outlined and determine your path forward, please keep us in the loop. We are interested in your journey, what works, and what pitfalls to avoid so that we can share insights and ideas. Don't worry. We will protect the innocent; however, keep in mind one of the tenets of the eBook is to fail forward with innovation. Those who innovate will have a unique opportunity to sail past the competition as the world creates a new normal over the next year. If you'd like to discuss your strategy, please [contact us](#).

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[Coronavirus and the Economic Impacts](#)





## The Strongest Link in Your Supply Chain Product Supply Strategy

### Forget 'If It Ain't Broke, Don't Fix It'

All bets are off in these unprecedented times. What worked yesterday might not work tomorrow. Take a fresh look at your product supply strategies.

### Should We Make or Buy?

Many executives outsourced when it was the popular and often a smart cost decision to do so. However, the times have changed substantially. Sometimes, we continue what is in place because of the cost and disruption to change. What is the current situation and how has it changed since the pandemic? Read our eBook, [Future-Proofing Manufacturing & Supply Chain Post COVID-19](#) to gain details about make or buy strategies and what makes the most sense to meet your business and customer requirements.



According to my friend and colleague's article, [Is Just in Time Broken?](#), the incremental cost of inventory as a percent ranges from 31-58%. Now, that is substantial! Are you considering these costs in your calculations? Great minds think alike as our recent articles, [JIT Might Not Be What It is Cracked Up to Be](#) (Strongest Link section) and [Think Twice About Your Manufacturing Supply Chain](#) encourage executives to THINK. Start with your customer, do a few quick calculations, use common sense and you'll know what to do.

We are definitely interested in what you discover as you rethink your product supply strategy. Remember, no matter how "good" you feel you are positioned, if you aren't innovating, you are moving backwards. Check out our eBook and [contact us](#) if you'd like to brainstorm these concepts further.

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[Future-Proofing Manufacturing & Supply Chain Post COVID-19](#)



Presented by  FLMA Consulting Group

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## Introducing Lisa Anderson's Future-Proofing Forums

Because we are in unprecedented times with the coronavirus, it prompted me to move forward with Lisa Anderson's Future Proofing Forums. There will be a board for my newsletter subscribers to connect and interact as well as a board on the forum for clients only and another exclusively for our Harvey Mudd Executive Roundtable group. You'll see these launch shortly [here](#).

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



## Does Technology Have a Seat at the Table?

Do you consider your technology leader an integral member of your executive team? If not, why not? Prior to the coronavirus pandemic, technology was starting to take over the world. With the acceleration of e-commerce, the expanded use of ERP systems, artificial intelligence applications to create predictable demand and automate repetitive tasks (and of course Amazon Alexa), the internet of things to connect objects and applications such as those used in autonomous trucks, blockchain to trace the chain of custody from farm to table across the globe and robotics to automate manufacturing and warehousing processes, IT was critical.



Now that the pandemic has hit, technology is playing an even more pivotal role. The world has gone remote. Users are gaining comfort with technology at a record pace. Additionally, because there are many complications in navigating coronavirus with employees (rules, regulations, social distancing protocols, and many more), executives are starting to see a greater advantage in proceeding more quickly with their technology roadmaps. By taking advantage of the opportunities to grow the business and improve the customer experience, employers can reallocate employees from repetitive tasks (which also can require close proximity to one another) to ones that will add value to the business.

Read our eBook, [Future-Proofing Manufacturing & Supply Chain Post COVID-19](#) to dig into these concepts further as well as to debate whether to move forward with ERP upgrades or hold off to preserve cash and to be reminded of the critical importance of cyber security and protecting against cyber criminals. Also, one of our favorite topics is addressed, the MacGyver approach to moving forward with your systems infrastructure while navigating the slow ramp up following the pandemic. It is NEVER all or nothing. Invest smartly. Utilize already-existing talent and tools. You'll speed on by your competition.

Join our [Navigating Through Volatility](#) webinar series to learn about how ESRI is using cutting edge technology and location intelligence to drive supply chain resilience and recovery. It certainly will stretch your mind when it comes to using IT/ technology to drive business value, and more importantly, value to the community. Perhaps it will inspire you to think about technology differently.

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[Should We Listen to All the High Tech Talk?](#)

### "Whatever You Are, Be a Good One." - Abraham Lincoln

All bets are off. No matter what type of leader you were pre-pandemic, your opportunity is now. Relationships move faster during times of crisis than any other time. Simply become the leader you know you can be. Everyone has the potential. Use your strengths. Gather your team to build on that strength. Move forward.

### Be Calm

During these unprecedented times, there is substantial emotional turmoil. Start with self-management.

Demonstrate calmness. Communicate clearly. Be patient, yet firm. Be upfront and tell people what you can tell them and tell them what you cannot tell them. Do not avoid them. People will make up a situation worse than reality every time. Instead, be upfront. Let them know that they will be the first to know when you know or are able to communicate. Establish trust and hold it closely.

### Offer Resources & Communicate Frequently

Offer information and resources to help employees, customers, suppliers and other partners navigate these volatile times. Even the strongest of people should consider EAP (Employee Assistance Program) resources. Make sure that resources are communicated clearly so that employees can take advantage of what is available. Keep communicating - even if there is no news.

Read our eBook, [Future-Proofing Manufacturing & Supply Chain Post COVID-19](#) to hear about additional strategies to lead, keep your teams moving forward, and engage your people in the future. There is ZERO doubt that leadership will make or break not only employee and customer engagement but also bottom line business results. As my HR mentor used to say, "It begins and ends with leadership." Thanks to Debra Daniels-Smith as I couldn't provide nearly the value to clients without her valuable counsel when I was VP of Product Supply for a mid-market healthcare products manufacturer.

[Did you like this article? Continue reading on this topic: All Roads Lead Back to People](#)



## Connections

### THIS MONTH'S REQUESTS:

- My nephew is a full stack developer who is just wrapping up an intensive bootcamp and client project in SQL server and .NET. He also has experience and completed an intensive training course in Javascript node previously and is now looking for an entry level job in coding. Contact [Ryan Felter](#) with introductions and opportunities.
- Do you know a manufacturing or supply chain executive, professional or student interested in learning how to navigate the volatility surrounding the coronavirus pandemic? If so, please refer them to our

[Navigating Through Volatility webinar series](#) sponsored by LMA. We have several top-notch speakers and topics archived.

- Do you know a consultant interested in thriving through ambiguity during the coronavirus pandemic? Please refer them to the [Society for the Advancement of Consulting](#). We have a [Thriving through Ambiguity webinar series](#) archived which is free to members to successfully navigate these turbulent times.
- Do you know a manufacturing or export executive in the Inland Empire or Southern CA area who would be interested in participating and advising on a strategic initiative for manufacturers and exporters, backed by the [Brookings study](#) and the [Inland Empire Economic Partnership](#)? Refer them to [Annalisa](#) of the IEEP.
- Do you know a top notch IP, environmental law or litigation attorney in the Inland Empire or surrounding area? 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.

### What is *Profit through People*?

I've used the Profit through People brand since my newsletter's inception in 2006 as it resonated with me. Although I consult on topics within each of my service lines--Eagle Eye Strategic Focus, The Strongest Link in Your Supply Chain, the Systems Pragmatist & Profit through People--I find that people are key to success in every situation. If you are interested in elevating your business performance, please [contact us](#).



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