



September 2016 - Issue #127

Welcome from Lisa

Wow, September was a whirlwind for me! From a work point-of-view, I was preparing for an ERP go-live with one client (which is occurring as we speak), started a new ERP selection project, have been working on a few planning/ SIOP/ master scheduling type projects and attended the APICS International Conference in Washington DC. My two closest friends and I LOVE the restaurant featured below - I was able to fit it into my schedule while there.



If you are ever in DC, give Old Ebbitt's a go! You won't be sorry.

I also stopped by AZ to help my mom with a few things and was able to get away to Santa Barbara for a few days over Labor Day. So, a full month to say the least....

And, I'm thrilled to be able to report that I have reached some publishing milestones - we've gone right past my **125th** *Profit through People* newsletter and the **100th** edition of *I've Been Thinking* newsletter. Thanks for all your feedback and inspiration!

IN THE NEWS

Please check out my latest speeches, articles & quotes:

- Quoted in the **Wall Street Journal** article, "*California Reopens Some Commercial Routes as Wildfire Rages*".
- Quoted in SAC's article, "*Disruptors Drive Business Growth for Those Who Leverage Them*".
- Published an article, "*How Project Management Tackles Supply Chain Complexity*" in *Liquid Planner*.

This month, my articles were inspired by my attendance at APICS 2016. Let me know what you think.

Enjoy your October!

Lisa

Email

LMA Consulting Group, Inc.

P.S. If you know of anyone who could benefit from improved service levels, decreased lead times or increased levels of cash due to improved inventory processes, please refer them.

The Systems Pragmatist **Strategic Data**

Recently returning from APICS 2016, the conference for the #1 trade association of global supply chain professionals, we've walked away thinking about data as strategic.

SAP's CEO Bill McDermott spoke about the value of data in his keynote presentation. Of course, you wouldn't be surprised that SAP's CEO would think data is strategic however, he made some compelling arguments to support this concept. Let's just think about a few ways to leverage data and decide for ourselves:



- **Understand the customer** - every company has data about its customers' preferences. What have they ordered? What is increasing in popularity? Are there trends in different geographies? Different market segments? If you mine your data, you'll learn quite a bit about your customers.
- **Understand your end customer** - certainly, some of us ship direct to end customers; however, most don't. Have you asked for demand data into your supply chain? If you ship direct, jump on this! If not, jump on this! There is invaluable data with your end customers. Someone in your supply chain can give you some sort of data. What do your end consumers favor? Recently, I gave a speech at PMI about the Amazon Effect, and there were several professionals in the healthcare industry attending. In their case, what does the patient need? Learning about the consumer is like hearing it straight from the top!
- **Understand your margins** - what could be better than understanding which products and customers make the most margin? And those that don't? We bet you are spending "too much" time on those that don't, similar to 80% of our clients.
- **Understand your capacity** - should we hire? cross-train? purchase new machines? upgrade and speed up already existing assets? Unless you understand your capacity, there is no way to make the best decisions for your success.
- **Understand your resources** - Similar to capacity, do you know what cash you'll need on hand to support your business growth, inventory investment and customer service commitments?

Data can be just an item requiring storage and memory or data can be strategic. Are you thinking about how to leverage your systems and how to put the 'right' collaboration tools in place to gain data from your supply chain partners?

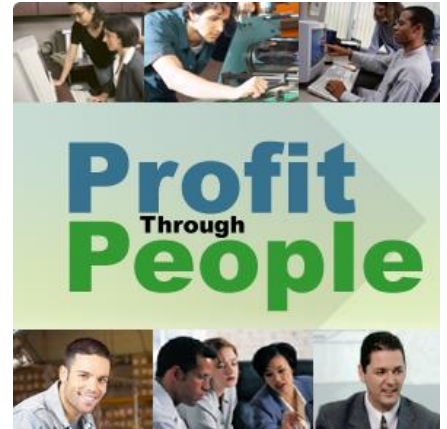
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[Data, Data & Data](#)

Profit through People

Mel Robbins' 5 Second Rule

Keeping with the APICS 2016 theme, we can achieve profit through people by following the 5 second rule, according to Mel Robbins, commentator and legal analyst for CNN. Her point is "Do you think you'll ever feel like doing what you need to do?..... NEVER! Thus, follow the 5 second rule.

The 5 second rule: The moment you have the idea (to talk to someone, to email your boss, to present an idea to a key customer, or help a colleague), you have 5 seconds. Start doing something within 5 seconds. For example, if you want to talk with someone, start walking towards them. If you want to present an idea to a customer, write it down. Think of some small step that will get you going in the right direction. Otherwise, you'll talk yourself out of it!



So, how can we use the 5 second rule?

1. **Tell your boss about an idea** - can you imagine how many ideas we'd have if everyone just communicated one idea?
2. **Change one small thing you have wanted to change** - it is amazing how often people just "get through their day" and don't consider changing something to make their daily life better. Pick one small thing and do it.
3. **Tell one person about how you admire them** - there has to be someone at work you think is doing a great job, has a great attitude etc. Even if it is the President, go tell him/ her. Pick up the phone.
4. **Introduce yourself to someone you wanted to meet** - perhaps you've been interested in R&D but didn't think anyone would listen. Ignore your inner voice and introduce yourself.
5. **Give constructive feedback to a colleague** - this can be one of the hardest yet most appreciated things you can do. If you truly want to help, do it. You never know how effective it could be.

Mel has been wildly successful talking about the 5 second rule. She told us her story of being "down and out" and picturing a rocket taking off "5, 4, 3, 2, 1....." and pushed herself to get out of bed. Who hasn't felt that way before? From lying in bed to CNN - imagine what you could do if you followed the 5 second rule?

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[Motivating Your Team](#)

SAP CEO Bill McDermott talked much more than just about data. One of his most compelling stories related to turning around Xerox's lowest performing division and ending the year as #1.

Who says success isn't derived from leadership has his/her head buried in the sand.

The keys Bill described were quite simple: 1) Listen. 2) Provide the vision and goals. 3) Lead

We believe this proves the premise behind our newsletter, Profit through People - people are any organization's #1 assets! Do you treat your people like assets? Or costs?

Bill said that the people at this division were quite disgruntled and specifically upset because the cost cutter that preceded him took away their Christmas party. So, he listened to what they requested - for him to communicate clearly what he wanted and for him to give them their party back.

The next day he stood before them and told them that he had booked the best place in town for the party, and he gave him his vision for the future. He accompanied that with the BIG goal of going from last place to 1st place by the end of the year. And then he supported them - and LED.

Guess which division ended the year in 1st place? Theirs!

As my HR mentor used to say, leadership will make or break success. Bill proved this theory. Will you?

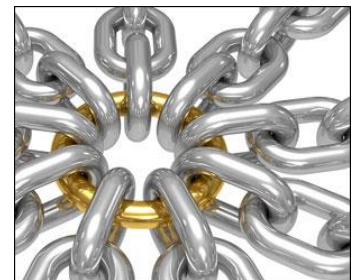
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[***It Begins and Ends with Leadership***](#)



One of the reasons we attend the APICS International Conference is to understand what is trending in supply chain today. Which topics are "hot"?

1. Logistics - APICS' new certification, CLTD (certified in logistics, transportation and distribution) is the hottest ticket in town. Not only were there many educational sessions about these topics, the [APICS Inland Empire](#) chapter gets inquiries every week about it. In today's Amazon-impacted world, logistics is cornerstone to success - how else will you deliver exceptional customer service rapidly and cost-effectively?



2. SIOP (Sales & Operations Planning) - this is near and dear to my heart as a significant portion of LMA Consulting Group's practice focuses on helping clients achieve significant results (growth, service, profit and cash) with SIOP. Check out our proprietary process, ***4 EXCEL*** for driving exponential results with SIOP.

3. Data & the digital world - pwc published a report, "Connect and optimize; The new world of digital operations". We are on the cusp of a digital revolution. It certainly has taken over the e-commerce and distribution world, and now it is taking over manufacturing and supply chains. Mobile technology, big data, the internet of things...

4. Risk - and, let's not forget risk. There are countless risks when looking at your end-to-end supply chain. How can you develop a resilient supply chain? Have you thought about political risks, natural disasters, security risks, financial risks - and the list goes on.

Keep track of what is trending in your business. As my HR mentor used to say, "knowledge is power". Do you have the power? If you'd like to get an assessment of your supply chain performance, [contact us](#).

Did you like this article? Continue reading on this topic:

[**How to Manage Supply Chain Complexity**](#)

Connections

- Our APICS Inland Empire executive panel & networking symposium on Navigating the Global Supply Chain is Oct 29th - [**registration**](#) is now open.
- My Ontario [**ProVisors**](#) group of trusted advisors is looking for a top notch real estate attorney who serves the Inland Empire. [**Email me**](#) with referrals.
- Hard to believe with the skills gap alive and well but I know 3 outstanding supply chain leaders looking for the right opportunity -one in Wichita, one in New York and one in Temecula. [**Email me**](#) with referrals.
- I know of a supply chain leader with a strong procurement and import background interested in his next opportunity. Email [**him**](#) with referrals.
- An aerospace manufacturer is looking for a Supply Chain Director or Manager with a focus on production control/ planning. [**Email me**](#) with referrals.
- Refer anyone interested in advancing their supply chain and manufacturing skills to take a look at the best [**education and certifications**](#) available.



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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