

Customer Supply Group

Sharing best practice to improve availability and reduce cost





Membership Plan 2020

by invitation only

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Chairman of the Customer Supply Group



Objectives

- To enable member representatives to discuss topics of mutual interest with their peers
- To encourage the sharing of best practice, the understanding of common practice and to help companies identify opportunities to improve the effectiveness of their own operations and the quality of the service they offer to their customers

Scope of the Customer Supply Group

Service

- Service Quality
- People Capability & Skills
- Product Availability and Demand Planning
- Performance Measurement and Reporting

Efficiency

- Process Excellence
- Roles and Responsibility
- Productivity Improvement
- Automation and Technology

Trust

- Reliability and Responsiveness
- Personal Attribute and Development
- Collaboration
- System Development

Proposed Development Areas for 2020

Customer Service Benchmarking	SAP CS Configuration	Retailer collaboration
Demand and Promotional Management	OTIF Reporting (FOC trial)	What does a true end to end supply chain project look like?
Personnel Development & Team Structures	What next for AI and Digital technology?	LTL Transport Collaboration (Proof of concept devt.)

What are Members' challenges and objectives for 2020?
What challenges are we likely to face beyond 2020?

Sample Agenda

- 09.00: Introductions
- 09.30: Interactive Survey
- 10.00: Key Topic Discussion and Case Study
- 10.30: Break
- 10.45: Core Topic Discussion
- 12.30: Lunch
- 13.00: Personnel Development, Team Structure, Recruitment & Retention
- 13.30: Retailer Round Up, Survey & Questions
- 14.00: Updates on Key themes
 - Individual Presentation
- 15.00: OmPrompt Technology Presentation
- 15.30: Next Steps
- 16.00: Close

Instead of a pre-meeting survey – a list of questions will be shared prior to the event to enable attendees to participate on the day

Supplier case-study to share progress and insights on core topic

External expert to facilitate discussion on new topics (Demand Mgt & E2E supply chain)

New regular feature led by suppliers to focus on the people aspects

Regular updates on progress on CS Benchmarking, OTIF Reporting, Transport Collaboration and Brexit

Regular feature on how AI and technology is progressing within FMCG



Featured initiatives (in addition to member topics) for 2020

- Customer Service Benchmark – Free comparison service to analyse CS efficiency, productivity and quality, to focus on areas for improvement
- OTIF Reporting App- Free Proof of Concept to download Major Retailer key OTIF metrics and enable automated reporting
- Transport Collaboration workgroup – Supplier-led Less-Than-Load consolidation project to reduce empty running and transport costs
- Drop and Drive workgroup – Major retailer Good Faith Receiving project
- Brexit insights – Providing access to operational expertise for Brexit planning



Site Visits & Networking



Site visits in 2020 proposed, but tbc:

- Site visits preferred to meeting in Lutterworth
- Arrange to meet the evening before:
 - Informally for all meetings
 - Presentation and dinner on at least two meetings to extend networking
- Sites kindly offered:
 - Mars, Waltham-on-the-Wolds
 - LRS, Brockworth:
 - Molson Coors, Burton-Upon-Trent
 - Mayborn Group, Corby



Proposed Dates and topics - for discussion and tbc

- **Weds, February 5th** - **Mars (tbc.)**
 - What are members' challenges and objectives for 2020?
 - What new challenges are we likely to face through 2020 and beyond?
 - Customer Service Development and Team structures
- **Weds, May 6th** - **Molson Coors (tbc.)**
 - What does a true end-to-end supply chain project look like?
 - WGLL for customer demand management and improving availability?
- **Weds, July 8th** - **Mayborn Group (tbc.)**
 - Transport collaboration - how can suppliers work together to become more efficient?
 - tbc
- **Weds, Oct 7th** - **LRS Brockworth (tbc.)**
 - tbc
- Plus quarterly updates on existing initiatives:
 - Customer Service benchmarking, OTIF Reporting and technology applications and Transport consolidation workgroup
 - Retailer round-up, members questions and personnel development insights

CSG Knowledge Bank

[ABOUT](#)[BLOG](#)[LIBRARY](#)[CONTACT](#)[EVENTS](#)[MEMBER LOGIN](#)

Customer Supply Group Knowledge Bank

Welcome to the **Customer Supply Group Knowledge Bank** - solely for members to access best practice information following the quarterly workgroup meetings.

Click on the relevant links below to take you through to:

- Membership Plan for 2020
- Meeting Survey Results & Feedback
- OTIF Reporting
- Transport Collaboration
- Customer Service Benchmarking
- Brexit

Our aim is to continually add value by the sharing of best practice and to encourage the relationship between supplier and retailer. We are delighted with the groups results to date, thank you for your positive feedback and we look forward to achieving even more in 2020.





Summary of next steps for members and prospects

- Customer Service Benchmarking
 - ‘Lite’ template developed to simplify the data capture – available now
- OTIF reporting
 - Suppliers to confirm participation in trial OTIF Proof of Concept
 - Share anonymised outputs of reports with members to confirm suitability and commonality of format
 - Share the questions to discuss potential for development, at the Feb meeting
- Transport Collaboration
 - Suppliers to share data for NWest DC project, or if wish to join the Irish LTL, Wakefield/Doncaster or West Mids LTL consolidation projects
- 2020 Programme – input from members
 - Confirm any topics or specific challenges to be included in the 2020 plan

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