



# Customer Supply Group

## Membership 2019

## Objectives

1. To enable member representatives to discuss topics of mutual interest with their peers
2. 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

**Membership is by invitation only** and is strictly for suppliers to the Grocery retailers.

Membership is not open to consultants, retailers or service providers, attendance is by invitation only. Members are encouraged to recommend like-minded professionals.

All Members are expected to participate actively in the Group activities which include:

- \* **Up to 4 core Meetings in 2018**, typically held quarterly ( January, April, July and October)
  - 4 Customer Supply Group operational/ performance improvement themes
- \* **NEW for 2019**—online Customer Service benchmarking comparing performance against peers; available for Gold members
- \* **1-2 Member workgroups** to reduce cost/ improving service on member-specific topics (workshops to run throughout the year, facilitated by SSC and report progress at the events)
- \* **Surveys – Event surveys** run to prepare for the future meetings and to promote discussion
- \* **Member hot topics for discussion** - Customer service and supply chain themes that have been selected by members, with additional hot topics being added throughout the year to address any ‘burning platforms’.
- \* **Group questions** – All Gold Members can raise questions via the Customer Supply Group blog, which remains a closed supplier-only group. Subscribing to the relevant blog threads enables you to answer and see all subsequent responses; anonymous questions can be raised via Simply Supply Chain.

*If members are unable to attend personally (or if the topic is outside their interest or remit) they may substitute another person. Up to 2 persons may attend meetings (see Membership details at [www.customerservice-group.com](http://www.customerservice-group.com)).*

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## Meeting Guidelines

- \* A formal agenda is prepared and distributed for all meetings
- \* The Customer Service Group operates on networking principles:
  - All members expected to participate - No contribution, no feedback
  - All information shared on the day remains non-attributable
  - No commercially sensitive information is to be shared
  - Survey and questionnaire data will be stripped of company identification to retain the individual anonymity and confidentiality of contributors
  - Presentations /survey results will only be circulated to attendees and/or contributors
  - No formal minutes will be taken

This meeting will be conducted in accordance with UK/EU competition laws. Accordingly you are reminded that you must not discuss any information which is confidential to your company and/or which is likely to affect the commercial strategy or activities of your company. You are in the best position to judge what is, and what is not, commercially sensitive or confidential and so responsibility lies with you in the first place.

By way of example, you must not discuss, communicate or exchange any commercially sensitive information, including non-public information relating to your company's prices, marketing and advertising strategy, costs and revenues, trading terms and conditions with third parties, including purchasing strategy, terms of supply, trade programmes or distribution strategy. This applies not only to discussions during the meeting but also to informal discussions before, during and after the meeting.

In 2010 we agreed that Members, if required, take and distribute minutes to ensure compliance



Events	Surveys & Web Support	Member Questions
<p><b>Minimum of 4 Events</b></p> <ul style="list-style-type: none"> <li>Member hosts (benefits)</li> <li>Topics selected by members</li> </ul> <p><b>Member Presenters</b></p> <ul style="list-style-type: none"> <li>Surveys for all participants</li> <li>Access to archive presentations</li> <li>CSG Website to support running of events, surveys and archives</li> </ul>	<p><b>A survey prepared for each meeting</b></p> <ul style="list-style-type: none"> <li>Up to 4 surveys on topics selected by members</li> <li>Access to archive surveys</li> <li>CSG Website to support running of surveys and feedback/archives</li> </ul>	<p><b>Member to member questions</b> – facilitated by SSC (not open source blog) to retain confidentiality</p> <ul style="list-style-type: none"> <li>Results shared across participants</li> <li>New workshops for members to develop best practice on key themes e.g.               <ul style="list-style-type: none"> <li>⇒ supplier collaboration and</li> <li>⇒ non-conformance fines</li> </ul> </li> </ul>

### The Customer Service Benchmarking provides a scorecard to compare your performance vs. your peers

- Order size and efficiency
- EDI vs Non EDI
- POD recovery time
- Claims by category (volume, price) (new for 2019)
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- POD recovery time
- Quality assessment
- On Time, In Full service level comparison
- Non-conformance fine by customer
- Productivity– automation level
- Productivity (cost per order line)

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**Customer Service Benchmark - Example Summary scorecard (NOT actual results)**

ORDER LINES PER ORDER				PRODUCTIVITY			
	Lowest	Actual	Highest		Lowest	Actual	Highest
	1		20	order lines processed per hour	10		100
COST				COST			
	Processing £ per Order line				Total Cust Serv £ per Order line		
	Lowest	Actual	Highest		Lowest	Actual	Highest
Range	£1.20		£0.25		£1.52		£0.50
EFFICIENCY				DEGREE OF AUTOMATION			
	% intervention on Mults orders				% order lines captured by EDI		
	Lowest	Actual	Highest		Lowest	Actual	Highest
Range	40%		0%		30%		90%
QUALITY				SPEED			
	% qty errors per order line				POD Recovery		
	Lowest	Actual	Highest		Lowest	Actual	Highest
Qty error Range	5.0%		0.0%		80% in 1 wk		99% in 24hr

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**Membership Fee Structure** £rates shown for 2019 Membership. Apply for renewal payment by 31 Dec 2018. Meeting capacities will be limited, Gold members take priority up to 2 persons places

<b>BENEFITS</b>	<b>BRONZE</b>	<b>SILVER</b>	<b>GOLD</b>
	Free	£ 800 p/a	£2000 p/a
<b>Events:</b>			
Select Topics	X	X	✓
Event Attendance	Trial meeting (if space allows)	Trial meeting (if space allows)	Min 4 meetings per annum
Event Presentations	X	X	✓
<b>Surveys:</b>			
Participate in Surveys	✓	✓	✓
Survey Results	X	Participated surveys only	All surveys and archived results
<b>Member Questions:</b>			
Pose a Question	✓	✓	✓
Answer a Question	✓	✓	✓
<b>Member Workshops:</b>			
Participation	X	X	✓
<b>Benchmarking:</b>			
CGS benchmark	£1,000	£1,000	FREE
<b>Event Attendance:</b>			
Multiple User	X	X	Up to 2 per company

## CSG 2019 Programme

Survey feedback has shaped the following programme:

### AM Topics

- \* How are suppliers preparing for Brexit?
- \* How effective are your CS teams and what changes are having the greatest impact on improving quality and reducing cost?
- \* How are suppliers changing their teams and retailer approaches to address the changing market dynamics?
- \* How are retailers working with suppliers to improve their forecasting and promotional management (GSCOP)?

### PM Topics

- \* How are suppliers mitigating their increasing costs to serve?
- \* How can we use automation to improve efficiency and enable proactive CS?
- \* What retailer service levels are acceptable and how are suppliers segmenting their customer offering to improve efficiency?
- \* How are suppliers improving real-time reporting and communications?

### Meeting Dates:

Wednesday January 16th 2019, Great Bear, Lutterworth

Wednesday April 24th 2019, Great Bear, Lutterworth

Wednesday July 10th 2019, Great Bear, Lutterworth

Wednesday October 9th 2019, Great Bear, Lutterworth

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*Thank you for your continued support -  
looking forward to a productive 2019*

**Jonathan Kittow**

**Simply Supply Chain**

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