

A photograph of a warehouse interior with high ceilings, metal shelving units filled with boxes, and a worker in an orange safety vest operating a red pallet jack. A semi-transparent blue banner is overlaid on the bottom half of the image.

## BEATING THE HOLIDAY BLUES— FOUR-POINT CHECK-UP FOR SUPPLIERS

The holiday season tests every supply chain to its fullest capabilities. Evaluating performance when your systems are tested to the max is a great time to really see where improvements can be made. We identified four key areas of evaluation and associated questions for suppliers. Please use this as a guide for your team to help identify where you need to make adjustments for next year.

### FORECASTING

- › How well did you analyze volume forecasts and market trends?
- › What methods did you use to conduct the analysis? Are there any improved methods you could use to be more accurate?
- › How did you determine how much season workforce was needed? Were your estimates accurate? How could you improve your workforce estimates?
- › Did you setup inbound suppliers in advance? If so what tools did you use? Were there other tools you should have used to be more efficient?

### LOGISTICS

- › What logistic solution did you use?
- › Was it effective? How could you have improved it?
- › How do you handle drop shipping? Is it integrated into your back office?
- › Did you have “just-in-time” logistics set up? Was it able to handle the holiday logistics?
- › Did any unexpected delays occur on the transit route? If so how did you adjust?

### PERFORMANCE

- › How well did you communicate with suppliers, transportation partners, distributors, and retailers? How could communications be improved?
- › Did you experience any disruption in communication? If so how did you fix it?
- › Did you have contingency plans in place for transportation issues, manufacturing slowdowns, etc.? Did you have to use them? Were they successful?
- › Were you able to meet customer demands? Were any retailers out of stock?

### FEES

- › Did you experience any chargebacks? If so, what improvements could be made to reduce these?
- › Were you fined for not delivering products?
- › Did you experience any violations or negative reports on your vendor score card?
- › What steps are you taking to reduce fees next holiday season?