THE PROCESS OF SUPPLIER RECOVERY & DELIVERY ASSURANCE

Understanding the issues and setting the scope of the mandate

- Analysis of the history: general performance, collaboration, on-time delivery, product quality
- Analysis of the product detail, the specialty, and the manufacturing process
- Identification of current and recurring issues

Identification of the resources

- Find the resource (s) with the best skills to accomplish the mission
- Validate the technical and non-technical skills of the resource
- Deploy the local agents



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Validation of the issues

- Identify the bottlenecks in the manufacturing process
- Identify the inefficient processes
- Identify interdependencies e.g., resources with unique competencies, unique suppliers, etc.

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Development of the intervention plan

- Determine the stakeholders, the escalation process, the frequency and the content of reports and meetings, as well as the high-level strategy
- Set up and elaborate the KPIs, dashboards, progress monitoring table, and deadlines

Execution of the plan

- Implement the plan
- Based on the customer's needs, our PMs will coach and monitor the resources by offering constructive criticism and opportunities for improvement
- Manage the customer while maintaining a high level of satisfaction. Realign the strategy if necessary
- Put in place specific tools to increase the efficiency and added value of our resources.
- Develop an exit plan focused on sustainability, stability of the intervention, and maintaining the gains achieved



Achievement of results

- Analyze the starting point versus the end of the project
- Evaluate the on-time delivery and the customer satisfaction
- Evaluate the added value by quantifying, if possible, the cost saved
- Evaluate the quality of the intervention
- Evaluate the speed of obtaining results
- Note the lessons learned

