

CONSOLIDATED SUPPLIER RELATIONSHIP MANAGEMENT INITIATIVES FOR SCALE

CGN worked with a Purchasing Division of our client to consolidate the supplier relationship initiatives into a manageable roadmap of phases designed for milestone progress tracking.

Business Problem

The director responsible for supplier relationship management needed to complete 14 high priority initiatives with a total resource pool of 3 people. The resources were spending a little time on each initiative without making significant progress on any single initiative. There was a need to create an actionable roadmap with realistic timelines and resource needs to achieve the business objectives and have a line of sight to the successful completion of the initiatives.

CGN Solution

CGN helped the director by utilizing our proven execution management "Outcome Based Planning" approach to create a master work plan that outlined the priority order of initiatives and the required milestones needed for controlling the master work plan. This approach included a learning phase where CGN followed the first phase of their IPDx framework to isolate critical interaction points between the initiatives and the resources, which led to reducing the roadmap timeline by 34%.

Customer Benefit

Developed a realistic delivery timeline with cross initiative dependences that gives critical staffing information for planning the resource needs for the next business year. The engagement also revealed several communication gaps that were addressed and immediately improved the organization's effectiveness globally.

SCOPE

Migration to a Matrix Organization

BUSINESS DRIVERS

Global delivery; Quality; Personnel development



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