

Apprise Consulting case studies

CASE STUDY 2 – Benchmarking, UK retailer

As part of a review process and a clause in the outsourcing contract we were employed to undertake a benchmarking exercise to analyse the cost effectiveness of a major retailer's store distribution service.

As part of the process we:

- Approached three main competitors of the existing 3PL incumbent ensuring full anonymity between the parties at all times
- All participants were made aware that it was a benchmarking exercise to ensure full cooperation
- Reviewed the total store distribution operation and costs
- Identified potential savings of approx. £2m per annum, 10% of the annual transport spend, excluding fuel.

As a result of the project we provided the client with the data they required to re-negotiate the contract and introduce new performance measures and an enhanced service level agreement (SLA).

Two years on we reviewed the new contract relationship and assisted the client with identifying further cost savings.

This included looking at alternative fuels, dual fuel vehicles, further optimisation of the delivery schedules and the effect of the introduction of double deck trailers.

CASE STUDY 3 – Benchmarking, Office products manufacturer

In 2006 we undertook a benchmarking exercise on behalf of a major office products manufacturer. Two years on we were asked to repeat the exercise in order that the client could re-focus its supply chain in line with changes in the market place.

As part of the project we:

- mapped out their sales order processing operations
- analysed current order lead time operations
- interviewed the client's staff and their competitors
- produced a service matrix detailing the client's services in comparison with their competitors
- shared the data anonymously with their competitors to ensure full co-operation
- produced a report detailing where the client was achieving best practice and secondly where the client needed to change certain procedures to ensure a favourable comparison with their competitors

During the second benchmark project we also looked at reverse logistics operations and spare parts storage and distribution.