

# Supply Chain Management

Global wholesale food producer

**Stakeholders:** Quality and Process Improvement Manager

Goal

Development and roll-out of one of the largest Australasian implementations of the ITIL standard for change and incident management.

Results

As part of a global SAP implementation, delivered a project that involved development and deployment of solution on the basis of Rational Clear Quest.

- ◆ Managed the implementation team across five international locations, the relationships with external suppliers (IBM and EDS), the quality of the deliverables from all suppliers.
- ◆ Planned and executed the rollout – which included a train-the-trainer approach that resulted in successful delivery of training to more than 400 application owners and team leaders within a 6-week time frame.
- ◆ Delivered the project – on target, and within budget.



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Collaboration for Life

# Supply Chain Management

Ensure seamless collaboration

**Supply chain management:** Analysis and review of service levels, streamlining of incident and problem resolution procedures, facilitation of negotiations with customers and suppliers.

Reduce spurious complexity

**Transformation:** Systematic analysis of commonalities and variabilities across internal systems, identification of risks and duplicated functionality, development of an IT transformation road map, identification of relevant domain experts, development of a risk management plan, structuring the IT transformation team, outsourcing of business support services.

Exploit information advantages

**Business intelligence:** Aggregation of enterprise data and tacit domain expertise to uncover new insights.

Improve business agility

**Design of pricing engines:** Analysis of pricing strategies, review of the techniques and tools used to update pricing methodologies and pricing strategies, collaboration with domain experts to simplify the configuration of pricing engines, development of domain-specific pricing engines.

Improve internal and external communication

**Enterprise content management:** Implementing best practices for information management, semantic data integration, enterprise search, social media integration, and compliance with data privacy legislation.



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