



CUSTOMatrix™

CUSTOMatrix™ Operational Assessment

When it comes to operations:

- ▶ Are you assured of meeting customer quality and service demands?
- ▶ Is cost driven reliably to the lowest level that assures shareholders a sustainable future?

The current economic climate makes operational excellence a key tool for survival and positioning for future growth; something at the top of the agenda for many business owners. You may not have the option to invest in a comprehensive operational overhaul with an assured ROI. Instead, you assign precious budget dollars to a capital expenditure wish list or simply “hope” you are doing the right thing. But what is the right thing?

Continuous improvement process • ERP Software • Vendor Audit Programs • Six Sigma
Pay for Performance • Predictive Maintenance • ISO Quality System • Inventory Shrinkage
Risk Program • Expense Tracking Metrics

Before you allocate a budget and spend money, you need to pause and ask yourself a few key operations questions:

- ▶ What do you want operations to *achieve* for your business?
- ▶ What business problem can a good operations program *solve*?
- ▶ How do your operations activities *save* your customers time, money and effort?

Asking the right questions will get your quest for operations excellence off to a good start with clear objectives and direction, and will enable smarter decisions around that critical operations budget. A **CUSTOMatrix™ Operations Assessment** will help you answer these questions and others to gain clarity around your operations and supply chain activities.

Two CUSTOMatrix™ operations practitioners will provide a two-day assessment where we will listen to you regarding your operations needs and goals and benchmark your current operations organization. We will then propose recommendations specifically tailored to help you move from your current situation to achieving your desired financial, service and supply chain goals.

For more information, contact:

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