#### REACHING FOR THE SKY WITH THE 5C'S: WORKSHOP TO LEARN AND DISCUSS HOW TO BALANCE THE OPPORTUNITIES ACROSS: COST, CUSTOMER SERVICE, CAPACITY, CAPITAL AND CULTURE

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Balancing the challenges of Cost, Customer service, Capacity, tied up Capital and Culture



## What we would like you to takeaway



## You Challenge the Status Quo

Feel that you and your business have been challenged. You have been open minded to thinking about your own approach and your organisations approach in a different way.



### Walk Away Thinking Differently

We want to stimulate your thinking about how you personally are influencing the company strategy. Your character, your values, your beliefs and the way you behave.



## You Revisit Your Strategy

We want you to consider your current strategy with some really critical thinking, and whether anything needs to change, to help you emerge stronger from the pandemic.



# The operations conundrum.....

Customer service Capital employed

Where are the priorities? How much can you change one, without affecting the others?



# Where Are You Now?



# **Breakout Session**

What is the priority order for your business – discuss within your group?

- Customer Service
- Capital employed
- Culture
- Cost
- Capacity





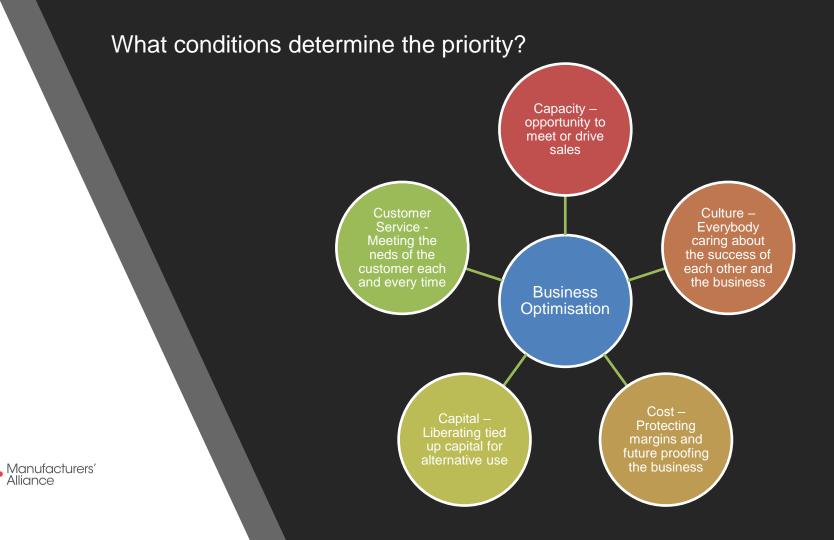
# Case study

# EURUPA



Capacity	<ul> <li>Opportunity to liberate capacity to drive sales</li> </ul>	42% improvement in Equipment Effectiveness
Release tied up Capital	<ul> <li>Ability to operate reliably with less inventory</li> </ul>	40% reduction in inventory
Culture	<ul> <li>Deep implementation, lasting change</li> </ul>	38% improvement in employee feedback
Cost	<ul> <li>Reduced costs with improved reliability and predictability</li> </ul>	57% reduction in defects
Customer Service	<ul> <li>Meet the needs of the market through improved operational effectiveness</li> </ul>	Late orders halved







# How much is the way you think affecting your strategic approach?



# **Breakout Session**

Would your team list the same priorities as you have?

What can you do differently to align the team around the right priorities?





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