

Customer Supply Group

Sharing best practice to improve availability and reduce cost



Membership Plan 2021 *by invitation only*

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Objectives & Key Challenges

- To enable member representatives to discuss topics of mutual interest with their peers
- To encourage the sharing of best practice, the understanding of common practice and to help companies identify opportunities to improve the effectiveness of their own operations and the quality of the service they offer to their customers
- 2021 key areas of challenge are:
 - Delivering Brexit and then making it more efficient
 - Increasing automation using existing technology
 - Best practice CS performance and availability management
 - Collaboration and demand management post-Covid
 - Physical distribution optimisation projects
 - E-commerce – efficient customer fulfilment
 - Retailer changes and insights
 - Team development

Scope of the Customer Supply Group

Service

- Service Quality
- People Capability & Skills
- Product Availability and Demand Planning
- Performance Measurement and Reporting

Efficiency

- Process Excellence
- Roles and Responsibility
- Productivity Improvement
- Automation and Technology

Trust

- Reliability and Responsiveness
- Personal Attribute and Development
- Collaboration
- System Development

Measuring Effectiveness



2021 Programme Format

8 Meetings
with differing
streams

Fortnightly
webinars with
Covid / Brexit
focus

Pioneer case
studies on
development
initiatives

Deep dive on
initiatives to
improve
efficiency and
reduce cost

Agreed core initiatives developed through the year to deliver specific benefits

Stream	Frequency	Themes
Customer Service & Availability	4 meetings with focus themes and relevant presenters	Automation Collaboration End to end effectiveness
Physical Distribution incl. Brexit	4 meetings with focus themes and relevant presenters	Mitigation of on-costs Improve utilisation and efficiency

Sample Agenda

- 09.30: Introduction and round-up
- 09.45: Key Topic Case Study and Discussion
- 11.00: Break
- 11.15: Secondary-topic (e.g. Personnel,
- 11.45: Retailer Round Up & Questions
- 12.30: Updates on Workgroup initiatives and areas for development
- 12:45 OmPrompt Applying Technology
- 13.00: Next Steps and close

Supplier case-study on applied best practice to deliver better service or efficiency

New regular feature to focus on the people and member initiatives

Regular updates on progress on select workgroup initiatives inc. OTIF Reporting, E-comm, Collaboration and Brexit

Regular feature on how AI and technology is being applied within FMCG



Featured initiatives (in addition to member topics) for 2020

- **Customer Service Benchmark** – Free comparison service to analyse CS efficiency, productivity and quality, to focus on areas for improvement
 - Subgroup focus on ecomm and Amazon
- **OTIF Reporting App**- Free Proof of Concept to download Major Retailer key OTIF metrics and enable automated reporting
- **Drop and Drive workgroup** – initiative, working with the GCA to eliminate unsubstantiated retailer deductions and improve sales forecasting and collaboration
- **Transport Collaboration workgroup** – Supplier-led consolidation project to reduce empty running and transport costs
- **Brexit insights** – Providing access to operational expertise for Brexit implementation challenges, learnings and more efficient processing initiatives



Proposed Dates & Membership Cost

Customer Service & Availability	Physical Distribution incl. Brexit
20 th Jan	24 th Feb
24 th March	5 th May
9 TH June	7 th July
15 th September	13 th October
10 th November – joint review	
plus	
Fortnightly Best Practice Workgroup Webinars – Covid-19, Brexit, etc.	

£2000 + vat annual membership

CSG Workgroup on Teams

- You should have a notification inviting you to the CSG Workgroup on Teams.
- Within the 'general' channel there's information on CSG - best practice plus a 'help' tab that supports navigation around Teams.
- You will have access to the discussion threads that you can use in between the virtual meetings
- We will be posting surveys and polls using the Teams app
- Customer Supply Group remains a private group and is only accessible to the paid member organisations.



Microsoft Teams

To join Customer Supply Group 2021- please get in touch with Jonathan Kittow at info@simply-sc.com or

[CLICK HERE](#)

