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BPO getting huge results

Lack of logistics process innovation

Attend Andrew's webcast on Increasing Productivity at [brighttalk.com](http://brighttalk.com)

Andrew's monthly nugget: Employee retention

### **Andrew Miller's What's New in Business?**

**Volume 6, September 2008**

Monthly newsletter presented by ACM Consulting Inc.

**Business process outsourcing (BPO)** - According to the Hackett Group, a global strategic advisory firm, companies will be increasing their use of offshore resources for back-end processing (finance, purchasing, human resources) by over 50%. The Hackett group also cites that most organizations are achieving **25-50% savings** when moving towards business process outsourcing offshore. That is good news for management consultants who focus on efficiency consulting (like me). It means organizations are finally beginning to adopt the right mindset around back end processes and realizing the financial and strategic opportunities surrounding them.

#### **What's new with supply chain?**

**Innovation in Logistics** - according to a survey by Supply Chain and Logistics Canada, Industry Canada and the Canadian Association of Importers and Exporters, **less than 20%** of Canadian manufacturers invested in innovating their logistics processes between 2002 and 2004. Assuming that trend has continued through 2008, it is no wonder that the manufacturing sector is having its difficulties.

#### **What's new with ACM Consulting?**

- Andrew Miller has gone **interactive** by partnering up with BrightTALK to do a series of webcasts called "Ways to improve your bottom line." Please join Andrew for these free webcasts. To see more information or to subscribe to these free webcasts, [click here](#).
  - "Increasing Productivity" - Thursday September 25, 11:30amEST
  - "Procurement Savings" - Wednesday October 22, 11:00amEST
  - "Getting savings from your IT budget" - Wednesday November 19, 11:30amEST
  - "Retaining employees" - Wednesday December 17, 11:00amEST
- **Coming soon** - Andrew Miller will be starting a series of Executive podcasts. The series will be called "Execucasts" and will be 5-7 minutes in duration and posted on our website. More information to follow in next month's newsletter.
- View our **monthly blog** at [www.projecttimes.com](http://www.projecttimes.com)

#### **Andrew's nugget**

*Each month, Andrew Miller, President of ACM Consulting Inc. will provide a little nugget of advice to help with your business.*

#### **Employee retention**

When your employees least expect it, do something nice for them. Take them out for dinner, plan a fun event on a Friday afternoon or give them some unexpected time off. They will always appreciate the spontaneous gesture and it will increase employee morale.

*For more information please contact Andrew Miller at 416-817-1336 or visit our website at [www.acmconsulting.ca](http://www.acmconsulting.ca)*