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Read [Andrew's blog](#) on accelerating performance

[Click here](#) to see Andrew featured in PPB magazine talking about how ROI is linked to objectives.

**Up and coming events...**  
Hear Andrew speak on **"How to raise the profile of the supply chain"** at the SCL Canada conference on April 28 ([click here for details](#))

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

**Volume 12, March 2009**

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### **How to improve customer service**

Customer service is **any interaction that someone in your organization has with a customer or potential customer**, so you need to ensure that all levels of your organization understand this. How do you improve customer service? Ensure that every person in your organization, from top to bottom, is focused on maximizing the customer experience. People remember the experiences they have much more than the products or services that they use. Find ways to **enhance the customer experience** and your customer service will improve.

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

**Supply chain is the key to cost-cutting** - [This article](#) from CPOAgenda identifies that the supply chain is the key to cost-cutting initiatives. The article reiterates three ways that companies are reducing costs - *headcount reductions, reducing IT spending and cutting employee benefits*. Specific supply chain initiatives included *reducing supply base, increasing outsourcing and moving operations to lower cost locations*. What happened to innovation? We always fall back on the same ways to cut costs.....**what about running the organization more efficiently by eliminating non-value added activities or reducing wasteful processes?** These seem to be more supportable ways to thrive without making arbitrary cutbacks, which compromise your future competitive position.

### **Andrew's nugget**

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

#### **Be creative**

Everyone is feeling the effects of the economy and some are handling it better than others. Now is the time when the superior companies are separated from the inferior ones. Some organizations are cutting headcount, others are refusing to use consultants and others are eliminating frivolous travel for Executives. To me, these are short-sighted measures. Be creative about how to survive in tough times...ask your employees for suggestions. Wouldn't you prefer job-sharing and strategic investments to layoffs and arbitrary purchasing freezes? Let's get with the program and keep thinking about the future, not just the present. And don't get me started on the government bailout!

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

**Accelerated results consulting** services focuses on achieving immediate value for clients and is ideal for those situations where a full-scale consulting engagement is not appropriate or desired. Some scenarios where accelerated results consulting would apply:

- You are encouraging more competition for company purchases and want to maximize investment value for your organization by developing a Request for Proposal (RFP) process that is based on best practices;
- You are in the middle of a competitive RFP process and want to improve the effectiveness of that process and its supporting elements (creation of RFP documents, identifying requirements, developing evaluation criteria, selecting suppliers, etc.);
- You want to improve decision-making criteria when selecting a business partner;
- You need access to expertise on managing existing contracts and negotiating new contracts.

There are many other areas where accelerated results can be achieved.

The benefits of Accelerated results consulting services include:

- focus on high value results;
- quick access to expert consulting advice;
- no lengthy and expensive contractual obligations.

This service is meant to bypass lengthy scope discussions and give you the access you need to make an immediate impact on your business. Engagements can typically begin immediately and you can choose an arrangement which best suits your needs and budget. Our Accelerated results consulting offers two options, Gold and Platinum. Please see our [website](#) for more details.

**If you are interested in any of our services or know someone that might benefit from working with us, please contact Andrew Miller at 416-817-1336 or visit our website at [www.acmconsulting.ca](http://www.acmconsulting.ca)**

Please feel free to forward this newsletter to anyone to whom it might be of value.

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