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

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### The Secret of Success

I recently completed Malcolm Gladwell's *Outliers*, a book on the Story of Success. It was fascinating to read about some of the people profiled in the book and how they became successful. The common theme was that these people worked very hard, but that they also had a set of circumstances surrounding them that helped them to be successful. It is not that these people, like Bill Gates or the Beatles, were so much smarter or better, it is that they worked harder than everyone else and their circumstances lined up to give them an advantage.

It made me think about how the recent economic turmoil can be a springboard for success. Some products and industries as we know them will be changing significantly. The auto industry will never be the same. Reading *Outliers* made me realize that I need to do everything that I can to position myself now to take advantage of the future. Invest now and it will reap rewards in the future. Reach out to new customers now when people are looking for some direction. Be positive when everyone else is focused on doom and gloom.

Work hard, recognize your circumstances and take advantage of them, that is the secret of success.

### What's new in Supply Chain?

**Near sourcing** - The trend over recent years has been to outsource all of your manufacturing to places like China because the cost savings are enormous. But all good things must come to an end. The reputation of China as a manufacturing partner has taken a hit recently. Of course there are many great suppliers in China and many great companies to work with. But between lead paint in toys, bad milk products, a loss of control over what goes into the products, increasing labour costs and longer lead times for delivery, many companies are bringing their manufacturing closer to home. There are always advantages to getting costs savings, but companies need to look at the impact to the rest of the business before outsourcing everything. Be aware of your business partners and the level of risk with which you are comfortable, then ask yourself if it is worth the short-term savings.

### Andrew's nugget

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

### Accelerating change

There are three things that companies should do to accelerate change within their organizations:

- have a clear vision and clear, measurable objectives;
- get support from all levels early and often;
- start with the easiest areas to transition to gain momentum and perfect the transition process.

### What's new with ACM Consulting?

Below are some upcoming events for ACM Consulting:

- Andrew will be hosting a series of FREE teleconferences on how to increase profits and productivity. [Click here](#) for details;
- [Read](#) Andrew's article in *Purchasing* magazine on Effective decision-making
- [Read](#) Andrew's guest column on page 4 of *The Hospital News* on The Future of Healthcare Leadership
- [Click here](#) to download or listen to Andrew's recently delivered a one-hour teleconference on Green procurement for the Schulich School of Business.

**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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