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[Click here](#) for information on Andrew's FREE teleconference series!

Looking for a speaker who can provide tangible value to your audience? Contact [Andrew](#).

Attend Andrew's workshop on [marketing for success](#)

Andrew Miller's What's new in Business?

Volume 17, August 2009

The monthly electronic newsletter presented by ACM Consulting Inc.



Creating more organizational synergy

What does it take to create more synergy within an organization? You need to align your processes, your people and your technology.

This sounds like a lot of soft and feel good stuff that is good for morale, right? What if I told you that creating better alignment within your organization could lead to myriad of opportunities and actually increase your company profits and customer satisfaction, would you believe me? Well, you should. Let me take you through some of the benefits of an organization that is aligned:

- reduced operating costs due to streamlined operations;
- increased flexibility and reduced time to market due to focus on value-added activities;
- increased productivity due to reduced time spent on duplicate work;
- increased customer satisfaction due to reduced time spent on internal issues.

Shall I keep on going? Well, the first four benefits are free. If you want to read more about being smart and ensuring that your organization is aligned, check out my [white paper](#) on the topic. Alignment is not just a good thing in a car, it is also very valuable within an organization.

What's new in Supply Chain?

Public Procurement and eHealth - The recent issues going on with eHealth in Ontario shows us the importance of being transparent in following purchasing policies. This is even more important in the public sector where tax payer money is being spent. The issuing of more than \$15m in untendered contracts is not in and of itself an issue, but the way that it transpired presents a bit of an issue. Here is what we can learn from the eHealth situation:

- Be transparent in your decision-making and know the policies that you need to follow;
- Have backup documentation for all decisions that you make in case they are disputed;
- Know the environment that you are in and adjust to it.

The key point is to remember that any buying decision will need to be justified to someone, so you need to maintain a defensible position with the appropriate documentation to justify the process that was followed.

Andrew's nugget

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

Plan for success

By all accounts, the economy seems to be taking a turn for the better. What are you doing differently now than you were doing before? There are a lot of lessons to be learned from the past months, but you need to put those times behind you and plan for success. Ramp up your marketing efforts, get more profile articles, move closer to your existing customers, try things a little differently than before. We are moving into a new era of customer with more choice and higher expectations, so be prepared for it.

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. The next teleconference is on August 21 covering how to make more effective decisions. [Click here](#) for details;
- Andrew is a frequent speaker on a variety of subjects and loves to hear himself talk, so contact [Andrew](#) if you need someone who can provide value to your audience. Here are some recent topics:
 - Creating greater synergy within an organization
 - Green procurement
 - Transforming business by aligning processes, people and technology
 - Raising the profile of supply chain to an executive level
 - Effective decision-making
 - Supply chain sustainability
 - How to make better buying decisions
 - Developing training strategies that stick
- On November 10, Andrew will be holding a workshop about *Marketing for success*. Click [here](#) 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

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

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