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Check out the [procurement guru](#) website. The best source for procurement expertise!

[Download](#) Andrew's guide to implementing BPS Supply Chain Guidelines

Read Andrew's blog [From Chaos to Order](#)

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**Up and coming events**  
[Click here](#) for information on Andrew's FREE teleconference series!

[Read](#) Andrew's article on eHealth in *Summit Magazine*

Andrew will be speaking at the [OIPMAC conference](#) in Ottawa on October 24.

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

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

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The monthly electronic newsletter presented by ACM Consulting Inc.



### Customer fatigue

I do a lot of volunteer fund-raising for a hospital and the one thing that we have been talking about recently is the idea of donor fatigue. There are so many great causes and so many great events, and we have made it so easy for people to try and raise money by using email and the Internet, that people are being inundated with requests for donations. How do they choose which ones to support and which ones to turn down? Many are just turning down everyone. That is donor fatigue.

Do you think your customers and clients are feeling the same way? We get email blasts and banner ads, we get phone calls and pamphlets, we see TV commercials and hear radio spots - all trying to sell us something. We are surrounded by advertising and people trying to sell us products or services.

I remember the first time I visited Times Square in NYC. It was total sensory overload. So many people, so many huge screens, so many banners and advertisements, so much glitz and glitter - it literally made my head spin. Are we doing this to our customers?

If you can find a way to take your customers to that tranquil place above the clouds, you will create a stronger, more loyal group of customers who will continue to come back and will continue to refer people to your products and services. Make it easy for them to decide and remove the buzzing from their ears. Create a connection that is strong and immediate and you will soar to 38,000 feet in the peaceful blue sky, instead of pattering along at 500 feet trying to avoid the smog and tall buildings.

### What's new in supply chain?

**Cash rich? Think payment terms** - One of the most effective ways that I have seen companies take advantage of being cash rich is to ask for discounted pricing by paying a higher percentage up front. In my proposals, I usually offer clients a 5-10% discount if they pay the full amount of the proposal up front. This creates a savings for them and great motivation on both sides to start immediately. Some organizations require the purchasing department to take advantage of any discounts for up front payment.

I am not suggesting a hard and fast rule, but I am suggesting you work with suppliers to see if you can receive a discount for full payment up front. If you have the cash, why not take advantage of the 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.

### Go get 'em

Signs of the recovery seem to be creeping into our daily conversations, so what is your organization doing to prepare for it? Now is the perfect time to go out and upgrade your talent. I have been saying this for months, but it is still a good time. It is an employer's market and there are a tonne of great candidates out there. Strike now before we get too far into the recovery and your competition starts spending again.

### What's new with ACM Consulting?

Below are some upcoming events for ACM Consulting:

- Andrew recently published an implementation guide entitled *The Benefits of Compliance: The Procurement Guru's guide to successfully implementing Ontario BPS Supply Chain Guidelines*. [Click here](#) for a free download.
- Andrew will be hosting a series of FREE teleconferences on how to increase profits and productivity. The next teleconference is on November 13 on Leadership Skills. [Click here](#) for details;
- [Read Andrew's article](#) on lessons that can be learned from the eHealth situation in the September issue of Summit Magazine;
- On October 24, Andrew will be speaking about *Spend management and making better buying decisions* at the [OIPMAC conference](#);
- On November 10, Andrew will be holding a workshop about *Marketing for success*. [Click here](#) for more 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

**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.