



In This Issue
The Speed of Expansion

Speedy Resolution

A Speedy Response

Andrew's monthly speed principle:

Provide a List

In The News

For a free copy of Andrew's booklet **The Speed Principles™: 50 Ways to Accelerate Positive Business Outcomes**, coming out in early 2010, [click here](#) and provide your mailing address

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](#)

Follow Andrew on [Twitter](#)

Up and Coming Events

Andrew contributed an article to IFPSM on the Do's and Don'ts of procurement outsourcing

Andrew contributed an article on supply chain financing for *Connect Magazine*

Coming soon!!!
Andrew's 2010 teleconference series

Volume 22, January 2010

The monthly electronic newsletter presented by Andrew Miller

Happy New Year!

My newsletter focuses on providing ways to accelerate positive business outcomes and to better control the speed of your organization.



The Speed of Expansion

I was recently re-reading *The E Myth Revisited* by Michael Gerber. In it, he alludes to a response that Tom Watson, the founder of IBM, gave when asked why IBM was so successful. Watson said IBM was successful because he considered three things when starting the business:

- What he wanted the company to look like when it was finally done
- Knowing how a company that looked like that would act
- Knowing that a company would need to act like that from the beginning

When looking to expand and grow your business, act in way that corresponds with where you want to be, not where you are. That requires contemplating your vision of the future of the company. Anything less is destined for failure.

Speedy Resolution

Have you ever called a customer service department only to be bounced around to three different people before someone can resolve your issue? I know I have, even with small companies. Your customers are your lifeline—without them you have no sales, you have no growth, you have no business. Why not recognize their importance and treat them appropriately? Find speedy resolutions to their issues and they will recommend you to others. Make them wait or don't resolve their issues and they will tell even more people. We inherently share horror stories over success stories so don't give customers any horror stories to share.

A Speedy Response

How does your company react to a product recall or an interruption in communication services? Your response time can make or break your business. Have contingency plans in place for potential risks such as recall processes, business continuity plans, crisis management, and product returns. The more prepared you are, the faster you get results. It is these times that will define your business success.

Andrew's Nugget

Each month, Andrew will provide a little nugget of advice to help speed up your business.

Provide a List

Providing your customers with a list of complimentary products that you sell is an easy way to increase satisfaction and revenues with minimal effort. If someone buys a tent, provide them with a checklist of other camping equipment that they would need such as pots and pans, sleeping bags, flashlights, and water bottles. It makes life easier for the customer and provides additional revenue opportunities for you.

What's New with Andrew?

Below are some upcoming events and articles:

- Andrew recently wrote an article entitled "The Do's and Don'ts of Procurement Outsourcing" for the [International Federation of Purchasing and Supply Management](#) (IFPSM)
- Andrew recently wrote an article on supply chain financing for [Connect Magazine](#)
- 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:
 - Maximizing returns and reducing risk in procurement operations
 - Marketing for success
 - Spend management
 - Creating greater synergy within an organization
 - Green procurement
 - Raising the profile of supply chain to an executive level
 - Effective decision-making
 - 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

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