

# THE IMPACT <sup>of</sup> OPERATIONAL EXCELLENCE



Learn about the significance of Operational Excellence, the steps to implementation and what to expect along the way.

## It Starts With Numbers

If revenue grows but our gross margin declines, it is an indicator of waste in our processes.

### How We Are Changing With It

Businesses change by creating a strategy to meet customer and industry demands.

**Customer Intimacy**  
Unique solutions for each customer

You have **3** areas, pick your focus

**Operational Excellence**  
First in cost & convenience

**Product Leader**  
At the forefront of innovation

a strategic approach to driving out waste and creating value for our customers & company

### Localization is Changing

The whole process is logistically Complex, Continuous & ON DEMAND



# of Locales	
2011	114
2012	127

# of Vendors	
2011	447
2012	420

#### Word Count

2011	389,800,000
------	-------------

2012	498,000,000
------	-------------

## Operational Excellence: How it Works

Your participation determines its success

This process will happen to **every** team, in **every** department, **everywhere**.

You will be a part of this change!



- Inefficiencies
- Mundane tasks
- Repetition/low value

- Profitable growth
- Job Satisfaction
- Cost & convenience
- Career advancement

### So How Does Change Impact You?

No one said it would be easy -- they said it will be **worth it!**

**Plateau**  
Reluctance, resistance to leave comfort zone

**Cliff**  
Fear, apprehension of change

**Valley**  
Pain, disruption

**Ascent**  
Relief, confidence

**Mountaintop**  
Much better place, it was worth it

### Going through the J curve

It Starts with Numbers...

## And it Ends With People

SOURCES  
Jerald M. Jellison, Ph.D. Putting the J-Curve to Work. Managing the Dynamics of Change. 2007.  
Treacy, Michael and Fred Wiersema. Customer Intimacy and Other Value Disciplines. Harvard Business Review. 1992.

