



Too much stock and inventory? Excessive warehousing costs? Not enough inventory? Too much overtime, but not enough sales? Can't meet your customer orders? Lead times too long? Sales and operations working as separate entities? Seasonal peaks ? You need a Sales and Operational Planning process.

Sales and Operational Planning – a company-wide demand and supply plan that fulfils business plan objectives by determining product group sales, production and inventory targets and incorporates the planned effects of new product or promotion introductions and seasonal variations.



Often described as the "Missing Link" in many organisations the process brings together all parts of the business to function with one purpose – increased sales and operational efficiencies. It is through sales and operations planning that many companies are able to achieve sustainable growth without significant investment in new plant and equipment.

Improvement Tools provides a **Customer Focused Sales and Operations Planning Program** designed to suit your company needs. This program includes

1. Preparation Phase

- a. Management briefing on CFS&OP expectations, and links to company strategy, identification of potential Customer Focused Sales and Operations Planning Champion from within the company, facilitated self assessment of current performance, briefing with IT service providers to assess company systems for CFS&OP capability
- b. Interviews and performance assessment with key customers and suppliers to assess improvement opportunities for inclusion in training program

2. Education and Awareness

Two workshops approximately one week apart for key stakeholders and those involved in the CFS&OP program - Senior Management, Sales, Production Planning, R&D, Production, Warehousing, Purchasing, Finance, Customer Service, IT representative, Third Party Vendors (if appropriate).

- a. Workshop One includes
 - Introduction to Sales and Operational Planning, Sales and Operational Planning simulations, lessons learned and impact on current operations, key components of successful Sales and Operational Planning, understanding customer, operations and suppliers needs, key resources needed for successful Sales and Operational Planning, work based exercise
- b. Workshop Two includes
 - Review of previous session and work based exercise results, commitments, roles and responsibilities, Introduction to Sales Forecasting, introduction to Demand Planning, success measurement, tools, processes and resources for Sales and Operations, planning, simulated Sales and Operational Planning meeting, questions and answers, participants sign a CFS&OP Commitment Board

3. **Coordination of initial Sales and Operational Planning meeting and systems**, in conjunction with site champion. Review and feedback of improvement recommendations for implementation by the site champion for the process.

4. **Coaching and Support Program** One half day per month on-site coaching, and mentoring to support the Sales and Operational Planning process for a period of four-12 months. Email and phone support are also included.

Features and benefits of this program:

- Our team have a proven record in implementing the CFS&OP framework successfully.
- The program content includes the Value Chain and provides real results that impact positively on customer service. This ensures a closer working relationship with customers and suppliers, and improves internal operational performance, whilst controlling inventory levels.
- The program offers a level of customisation to suit the needs of the particular business

To register your interest in our programs simply fax this form to +61 7 3488 2153 or email info@improvegroup.com.au

My contact details are

Name: **Role:**

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