



VENETIA PARTNERS IMPROVES ACCURACY BY 80% AFTER REALIGNING IT BUSINESS PROCESSES FOR A GLOBAL LEADER IN PROMOTIONAL PRODUCTS

OVERVIEW

When a \$600M global leader in promotional products kept receiving negative customer feedback for poor customer service, delays in orders and inflexibility, it knew something had to change. The company engaged Venetia Partners (VP) to conduct a full process due diligence and IT review.

CHALLENGE

The company had previously decided to offshore a portion of the process, which was not being managed properly. Initial order inputs were coming in from dozens of sources and in many different formats. It complicated the process from inception and opened the door for fulfillment errors. In addition, the systems had been designed to fix iterative problems over time, which caused inconsistencies and the need for manual work-arounds. When orders were reworked, it crippled production and often resulted in rushed orders.


OUTCOME


After conducting a full IT and business process due diligence assessment, VP recommended a new approach for working with vendors:


- Set direct measurables and processes specific to how the offshore offices worked
- Create a new entry portal for customers to complete a uniform order sheet to minimize guesswork in finding pertinent information
- Develop a process flow tracker to measure the impact of downtime and rework per order, keeping customers informed when margins on their orders were falling below standard

The company began to immediately work with vendors to establish KPIs, resulting in a 25% increase in daily order entry. Next, it updated its technology for order entry, significantly minimizing entry errors by 70%. In addition, the newly implemented process flow tracker decreased rework by 80%.

RESULTS

Improved Daily Order Entry =  25%

Decreased Entry Errors =  70%

Improved Order Accuracy =  80%

"We knew Venetia Partners was precisely qualified to assist us in this process because of its unique understanding of process flow and how systems help or hinder the end result. We were right to place our trust in them."

Chief Operations Officer Testimonial

ABOUT VENETIA PARTNERS

Venetia Partners is a firm of operations experts that drive rapid performance improvement and an immediate impact on the bottom line. They perform due diligence on companies and fix and transform business operations and supply chains for Private Equity and Executive Leaders of manufacturing (heavy & light), consumer goods and retail companies. Voted in 2016 as one of the fastest growing private companies by the Inc. 5000/500, Venetia Partners is sought after by private equity firms and manufacturing and distribution companies. The firm operates out of 11 major markets including Atlanta, Chicago, Pittsburgh, Shanghai and Zurich.

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