

## CASE STUDY

# Better Supplier Management that Improves Performance by 80%

### Overview

- Global cookware manufacturer improves supplier performance
- Implemented Lean practises with China-based suppliers to improve communication and effectively meet inventory and production planning requirements
- Operational improvements at key suppliers increased on-time delivery by 80%

Learn More About Our Sourcing and Procurement Solution



### About TBM

#### Speed wins every time.

TBM specialises in operations and supply chain consulting for manufacturers and distributors. We accelerate operational performance to make you more agile and help you accelerate business performance 3–5x faster than your peers.

### Challenge

- Suppliers not meeting delivery requirements as a result of significant market growth prompted by the global pandemic
- The company deals with multiple suppliers and had issues with delivery, inventory and product quality
- Struggled with an unsuccessful new product launch; difficulty moving into mass production; lacked the supply chain expertise to carry out the launch plan successfully

### Solution

- Assessed current capability with regard to (2P) production preparation, ramp up, mass production, supply chain management, and process capability
- Re-established KPIs to effectively measure business performance, clarify key roles and responsibilities
- Reinforced communication effectiveness between purchasing, planning and production, also Tier 1 and Tier 2 suppliers
- Redesigned inventory control to meet planning requirements

### Results

- Improved supplier on-time delivery by 80% using better supplier management practises
- Monthly throughput increased over 45% in two months
- Enabled daily production plan rather than weekly
- Trained local team to sustain improvement results
- Expanded project scope from two plants to five