

THE ART AND SCIENCE OF SUPPLY CHAIN PLANNING

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BUSINESS REPORTER KNOWLEDGE HUB



ORGANISATIONAL HEROES

- Who is an Organisational Hero?
- Reaching the tipping point of human toll
- Change is difficult but achievable

No changes ever happened without a champion, and no failures happen without human mistakes. We depend on those champions in our organisation to help drive change, but we have to talk about the organisational heroes who are appointed to score those goals for us. We also need to discuss what happens when they are given the wrong target.

Who is an organisational hero? Everybody knows who they are. They are the ones who are working behind the scenes, solving those day-to-day problems. But in a very chaotic environment, senior management may not even know that they exist. They have no idea of the amount of time and dedication from the workforce behind the scenes that has gone into solving the issues that have occurred. The good news is the issue has been resolved. The bad news is you'll reach a tipping point. There's a human toll that will be taken, and there's only so much that you can repeat in terms of being able to solve those day-to-day problems.

“ We need to define a process across all organisations that supports integration and collaboration - harmoniously working together, all organisations marching towards that common goal.”

The price for failures - missed goals, missed revenue, missed profits, lost market share, low customer satisfaction, or, even worse, lost customers. We need to define a process across organisations that supports integration and collaboration - harmoniously working together, all organisations marching towards that common goal. A top-level sales and operations planning programme is the glue that will hold everything together.

Change is difficult. It takes time, but it's achievable. There will always be heroes, but we need to move to an exception model and make their job easier, and be more responsive to our customers.

BRING A STEP CHANGE TO YOUR SUPPLY CHAIN WITH CHAINSEQUENCE

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