

Sales & Operations Planning Blueprint

Moving from Complexity and Chaos to Simplicity and Decisions

Business Context



A global provider of mining technology solutions promotes technology featuring vehicle health, object detection and a comprehensive overview of operations, including process efficiencies and fleet management

Demand is cyclic, increasing at a rapid rate and demand visibility is minimal. Suppliers are constrained, due to a rise in industry-wide demand. Forecast visibility is limited to 3 months for select parts. Approximately 40% of part numbers are never forecasted, ultimately impacting product availability to customers.

Our Approach



CGN, working alongside the client team, collaborated and gained forecast inputs from all departments and other respective product groups.

To reach their objectives, CGN defined the process for obtaining forecast inputs from relevant providers, identified key decision levers and developed dashboards for monthly review. In addition, the CGN team conducted pilot testing and provided training documentation for the client, and institutionalized metrics to improve data and forecast accuracy.

As the project developed, CGN aligned demand with supply, by devising an inventory strategy.

Project Objectives



CGN was approached to develop the following:

- Create S&OP structure
- Align S&OP to support business goals by establishing key metrics
- Define roles & responsibilities
- Increase demand visibility and forecast accuracy
- Build and execute supply chain strategy to increase product availability

The Transformation



CGN's final transformation included:

- Increased forecast visibility to 12 months for all parts
- Improved 3 month forecast accuracy from single digits to greater than 50% of the annual goal in 4 months
- Aided key supply and demand decisions via monthly dashboard report and metrics governance
- Clearly laid out governance structure and responsibilities to guarantee process efficiency
- Developed a supply chain strategy to increase product availability
- Implemented statistical model to further improve forecast accuracy

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Reporting Views

