

Service: The Final Frontier

Jim Butts
Los Angeles Transportation Club
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- + **Transportation** – moving products/good from one point to another
- + **Logistics** – focus on total landed cost, and the moving of information
- + **New expectation** - Moving your customer's business to a better place

Changing Needs

- + More strategic
- + More competitive
- + More resources
- + More brainpower

- + How well do you anticipate?
- + How well do you manage change within your own organization?
- + How are your project management skills?
- + What is your learning curve?
- + How good are you and your people at seeing unanticipated consequences?

- + Can you bend to fit your customer's expectations?
- + Can you execute a variety of attempts in order to achieve the best results?
- + Can you adapt to different personalities within your customer's organization?
- + Can you succeed through different phases of the customer's life cycle?

- + What do you pay attention to?
- + What factors/people can you influence?
- + What all do you know?
- + Who all do you know?
- + What do you know that others don't?
- + Three types of people

- + How well do you play to the strengths of someone else?
- + How do you support/encourage/reward collaboration in your own organization?
- + How do you collaborate in a supply chain without being specifically asked?
- + How do others evaluate your ability and willingness to collaborate?

- + How well do you identify and close performance gaps?
- + What resources do you require from the customer to make this happen?
- + What does your company do for the customer without being asked?

- + How well do you create new solutions?
- + How do you measure your results?
- + How much time do you and your people devote to innovation?
- + How do you make a supply chain better?
- + How do encourage risk-taking?
- + Creativity involving the customer

- + How well does your organization learn?
- + How well do you document your learning experiences?
- + How do you validate best practices before “passing them on”?
- + Do you create best practices for others, or is your style “take and copy”?

- + How well do you create a path towards greater productivity?
- + What process do you use in order to achieve consistency?
- + How can your customer become more efficient by doing business with you?
- + Two common paths: eliminating mundane tasks or supplying SME talent

There's No Pressure, but.....

- + These things all hold challenges of their own, and no one excels at all of them.
- + Customers will have different priorities, and unique expectations
- + Technology will help
- + Your customers may not be asking for these things, but your competitors are talking these things up!

Thank You