

Improving Your Business Processes

Process Improvement = Profit and Growth

Management Software Solutions

We help businesses manage for success

Cleveland – Columbus – Cincinnati - Pittsburgh



Long Business Systems, Inc. (LBSi)

- Providing business software and consulting solutions since 1989
- Offices: Cleveland – Columbus – Cincinnati – Pittsburgh
- Industry experience:
 - Manufacturing, Distribution, and Service
- Organization
 - Thirteen (13) employees
 - SAP Business One™ Gold Partner 2004-2013
 - www.LBSi.com



Speed

Today's business is faster than ever

- Customers demand quicker answers
- Customers demand faster (and better) service
 - Availability (In Stock, Service Tech, Quick Turnaround)
 - Quality
 - Insights and education from their vendors
- Alternatives just a few mouse-clicks away in many cases
- Need to have the right systems and processes in place to obtain quicker answers and to insure things get done



Better Service

The definition of quality may have changed when you weren't looking

- Durability
- Repairability
- Notifications: Shipments, Receipts, Service Schedule, Service Completion, upcoming changes, reminders
- Self-Service Tools to get information when they want it
- Easy access to service and support

It's the total package.



Better Service

Loyalty from customers comes from being the vendor to share insights, knowledge and being an expert

- How does your product improve their business?
- How does your service improve their business?
- What do you know, that they don't, that helps their business

You have to remind them and stay in touch



Non-Production

Production and inventory processes have been optimized and get reviewed periodically. This has been going on for many years and will continue to.

Spend time improving your business procedures and flows: accounting, customer service, sales, purchasing, material planning, service, customer communications.



Suggestions: Alerts

Automatic Alerts (email, task, calendar event)

- Within your ERP/Accounting Software, MS Outlook or some other tool everyone has access to
- Keep showing the alert until the task has been completed
- CC manager and executives on alerts, especially past due notifications
- eMail which goes to a smart phone
- Measure when tasks get done: on-time, past due, still open



Suggestions: Accounting

Accounting

- UPS/FedEx Integration with deliveries: Cost, price, weight, tracking#'s, automatic notification to customer
- Reduce the number of copies
- eMail Invoices (faster and less costly)
- Allow others to maintain data, but be able to monitor
- Printed forms on white laser paper, 2-windowed standard envelopes, automatic tri-folder
- Think about the enterprise and not just accounting



Suggestions

- Easy acknowledgements (sales and purchase orders): email
- Reduce Order Entry Time
 - Alerts (new customers, new orders, purchasing, shop, shipping, orders placed this week, orders scheduled to ship or be received next week)
 - Automate Approvals (customer credit, purchasing limits)
 - Available to promise (online and accurate)
 - Paper vs. Online
 - Automated 'schedule' boards with key information and drill down/into
- Customer/Vendor Master: Easy access to all information, quotes, orders, deliveries, account, contacts.
- Be able to have more than one screen or function called up: customer/vendor/item master, sales orders, quotations, etc.
- Integrate sales orders with purchasing for direct ship and special purchases, including accounting A/P and A/R functions



Suggestions: Material Planning

- Forecasting
 - To double check what you are doing
 - To set min/max or safety stocks
 - At the selling item level and then plan via the bill of materials for components and raw materials
- Vendor and Shop Confirmations
- Keep dates accurate for all to see



Suggestions: Sales

- Quarterly Newsletter: use a service like constant contact to make it easier and so you can monitor activities
- eMail Alerts or Mobile App
 - Quotes due to expire
 - New customers, new orders, new quotes
 - Inactive customers
 - Important conversations with other members of your organization and your customer
- Master data accuracy: names, contacts, phone#'s, emails, addresses, titles
- Stay in touch with customer base: reminders and completion when it actually happens



Suggestions: Service

- Centralized technician schedule
- Service calls
 - Phone and in-person
 - Schedule, remind, confirm and follow up
 - Automated schedule board
 - App: directions, contacts, work completed, sign offs
 - Quicker billing
 - Show them value
- Automated preventative maintenance schedule, reminder, follow up
- Warranty tracking and expiration notices



If you don't adapt...

- Google will introduce your competitors
 - Your competitors are always hunting
 - Your clients network will introduce them to alternatives
-
- Always be looking at improvement
 - Stay informed and educated as to what is out there to use, even if you don't plan on using it right away
 - Spend time each month on a different department and function. After 12 months you should have made a review of the entire company, do this year after year.



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Title

Heading 2

- Bullet 1
- Bullet 1
 - Sub Bullet a
 - Sub Bullet a
 - Insights from their vendors
- Bullet 1

