



Reverse logistics capability enhancement

The Client:

Solectron provide a range of global manufacturing and aftermarket services to the contract electronics manufacturing industry.

Solectron have been positioned as the number 1 provider in their industry by scale and market analysts.

www.solectron.com



The Problem:

Our Client was a Global services provider to the Hi-Tech industry, and was keen to develop and strengthen their reverse logistics services offering in the EMEA region. Our brief was to help to transform their capabilities in this area, through education of their Corporate Logistics function (predominantly focussed on manufacturing supply chains) on latest trends and innovations in the industry, the introduction of new service providers and capabilities, and greater understanding of the capabilities of their existing suppliers.

The results:

For an extended period of time, we were retained to support the solution design process for new quotation requests from Customers to ensure that latest thinking and innovation was included in bid responses. For one particular quotation request response, we redesigned the proposed reverse logistics solution and achieved a 42% reduction in average cost per service event, which contributed to the Client winning the EMEA region bid award.

Our approach:

We started by working with the Clients Sales teams to understand what capabilities their current and target Customers were looking for, and to assess these capabilities against current offerings to identify the gaps and associated action plans. From there, to work with their Corporate Logistics team to help develop and introduce new services through closer collaboration with existing service providers, and the introduction of new service providers.



For more information, please contact us.
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