

From benchmarking to continuous improvement. Are you ready to take a

Quantum Leap?



The value of benchmarking is more than just knowing how well you perform – the true value lies in realizing quantifiable improvement benefits. Now there’s an easier way to do both.

The Quantum Leap™ platform automates the process of data gathering and confirms the accuracy of information, making the exercise both simple and fast – and cutting the effort required by more than half. This allows you to move on to what’s most important: identifying solutions to close performance gaps and jumpstart improvement.

The “smart” features of the platform represent another step forward in benchmarking by intelligently assessing performance gaps and automatically generating proven, world-class solutions to accelerate improvement.

In addition, now there is a continuous improvement module that supports measuring and monitoring your improvement initiatives and benefit realization – making Quantum Leap not just a benchmarking tool, but a platform that enables continuous improvement and delivers return on investment.

A look inside ...

Quantum Leap enables end-to-end improvement. The Hackett Group's world-class benchmarking capabilities – supported by extensive data and intellectual property – form the foundation for executing and monitoring fact-based initiatives. Improvement opportunities are defined, automatic solutions are generated to address performance gaps, and the platform's initiative tracking capabilities drive accountability and ensure benefit realization. Personalized dashboards offer self-service monitoring of key performance measures.

Simplified data collection

A simplified, smart data collection process makes benchmarking easier – potentially reducing your efforts by 50%.

Cloud-based presentation

Cloud-based presentation capabilities allow you to present, analyze and interrogate data in real time.

Metric	Company B	Peer Group	World Class
Credit process cost as a percent of revenue	0.014%	0.011%	0.009%

Recommendation
Name: As part of the technology strategy, review opportunities to improve integration, including review of the data inputs
Investment: \$250k - \$300k
Explanation: Increase automation, leveraging Robotic Process Automation (RPA) to reduce process costs.
Benefit: \$500k - \$600k
Explanation: Implementation of RPA will eliminate redundancies and improve workflow across the enterprise.
Effort: Medium
Service Delivery Model: Enabling Technology
Create Initiative

Chart improvement

Quickly transition from analyzing results to concrete improvement. Establish and monitor the impact of improvement initiatives. Assign accountability and key performance indicators (KPIs) to ensure benefit realization.

Initiatives

Create a new initiative or continue working on an existing initiative Add a New Initiative

▶ Pending

▼ Active

Implement RPA across Credit and Collections

Investment Target \$ 1,100,000

Move transactional processes to shared services organization

Investment Target \$ 550,000

Implement Robotic Process Automation Credit and Collections Edit Delete

Investment Explanation

Evaluate various RPA tools to level Credit and Collections processes.

Effort: Medium

Enterprise Investment: \$ 500,000

Chemicals Service Center Investment: \$ 200,000

Fuels & Lubricants Investment: \$ 150,000

\$ 850,000

Total Investment Target

Summary
Investment
Metrics
Initiative Summary

Initiative: Implement Robotic Process Automation (RPA) across Credit, Customer Billing and Collections

Currency: USD

Status: Active

of Projects: 2

Starts: 1/2/17

Ends: 1/1/18

Investment Target: **1.10M** 📈

Benefit Target: **1.90M** 📈

Active Metrics: 8 📉

Ownership Summary

Owner(s)	Organization	Investment Target	Status	Benefit Target	Status
Allison Ritter	Fuels & Lubricants	150.00K	📉	300.00K	📈
Lisa Riss	Chemicals Service Center	200.00K	📈	400.00K	📈
Murray Shevlin	Enterprise	750.00K	📈	1.20M	📈
		1.10M		1.90M	

Investment Target by Organization

Benefit Target by Organization

Benefit Type

Initiative tracking capabilities

Initiative tracking capabilities ensure accountability.

Initiative Listing

Listing of initiatives by currency and status

Currency: USD and Status: Active

Initiative Name	# of Orgs.	Start	End	Target	Actual-to-Date	Status	Target	Actual-to-Date	Status	Active Metrics	Status
Move transactional processes to shared services organization	2	7/7/17	11/17/17	550.00K	625.00K	📉	800.00K	895.00K	📈	2	📉
Implement Robotic Process Automation (RPA) across Credit, Customer Billing and Collections	3	1/2/17	1/1/18	1.10M	1.05M	📈	1.90M	1.89M	📈	8	📉
Review opportunities to increase investment in OES or strategic outsourcing providers	3	5/9/17	5/31/18	1.70M							
Sub-total				3.35M							

Currency: USD and Status: Complete

Initiative Name	# of Orgs.	Start	End	Target	Actual-to-Date	Status	Target	Actual-to-Date	Status	Active Metrics	Status
DF Test Initiative for Co...											
Sub-total											

Initiative Summary

Provides a summary status across all initiatives

Design a Formal P2P Process

Investment: 3, Benefit: 4, Soft Benefit: 4

Evaluate SDM to determine opportunities to

Investment: 2, Benefit: 1, Soft Benefit: 1

Implement RPA across

Investment: 1, Benefit: 2, Soft Benefit: 2

Identify process steps and required

Investment: 1, Benefit: 2, Soft Benefit: 2

Initiative Metrics

Process	Group	Organization	Description	Start	End	Actual-to-Date	Status
1 Customer Billing	Effectiveness	Enterprise	Percentage of customer with access to online billing	June 1	June 1		
2 Customer Billing	Effectiveness	Chemicals Service Center	Percentage of customer with access to online billing	June 1	June 1		
3 Customer Billing	Effectiveness	Fuels & Lubricants	Percentage of customer with access to online billing	June 1	July 15		
4 Customer Billing	Effectiveness	Enterprise	Percentage of customer invoice corrections	June 1	June 6		
5 Customer Billing	Effectiveness	Chemicals Service Center	Percentage of customer invoice corrections	June 1	June 1		
6 Customer Billing	Effectiveness	Fuels & Lubricants	Percentage of customer invoice corrections	June 1	June 1		
7 Cash Application	Effectiveness	Enterprise	Percentage of cash application performed automatically	June 1	June 1		
8 Cash Application	Effectiveness	Chemicals Service Center	Percentage of cash application performed automatically	June 13, 2017	June 13, 2017	30.00%	27.00% (19%)
9 Cash Application	Effectiveness	Fuels & Lubricants	Percentage of cash application performed automatically	June 13, 2017	June 13, 2017	47.00%	44.00% (9%)
10 Cash Application	Volume	Enterprise	Cash application volumes - Electronic cash remittances	June 13, 2017	June 13, 2017	22.00K	20.00K (9%)

Executive dashboards

Executive dashboards allow for self-service monitoring of a variety of initiatives and projects – ultimately, ensuring benefits realization.

The Hackett Group

2016 | Prepare Collect Validate Present Improve Monitor

Need Help? Contact Support.

Credit, Customer Billing, and Collections Metrics

Credit, Customer Billing, and Collections Metrics

Personal Dashboard

Comparison

Process	Group	Organization	Description	FY 2016	Peer Gr
1 Credit	Cycle Time	Enterprise	Percent of credit application to approval of customer	8	8
2 Customer Billing	Automation	Enterprise	Percentage of customer order received electronically	0%	12
3 Customer Billing	Automation	Enterprise	Percentage of automated customer invoices (distributed electronically)	15.7%	47
4 Customer Billing	Effectiveness	Enterprise	Percentage of customer invoice corrections	1%	3
5 Collections	Effectiveness	Enterprise	Days sales outstanding	37 Days	45.7
6 Collections	Effectiveness	Enterprise	Best possible days sales outstanding	25.5 Days	35.5
7 Collections	Effectiveness	Enterprise	Percentage of credit sales collected within terms	65.50%	75

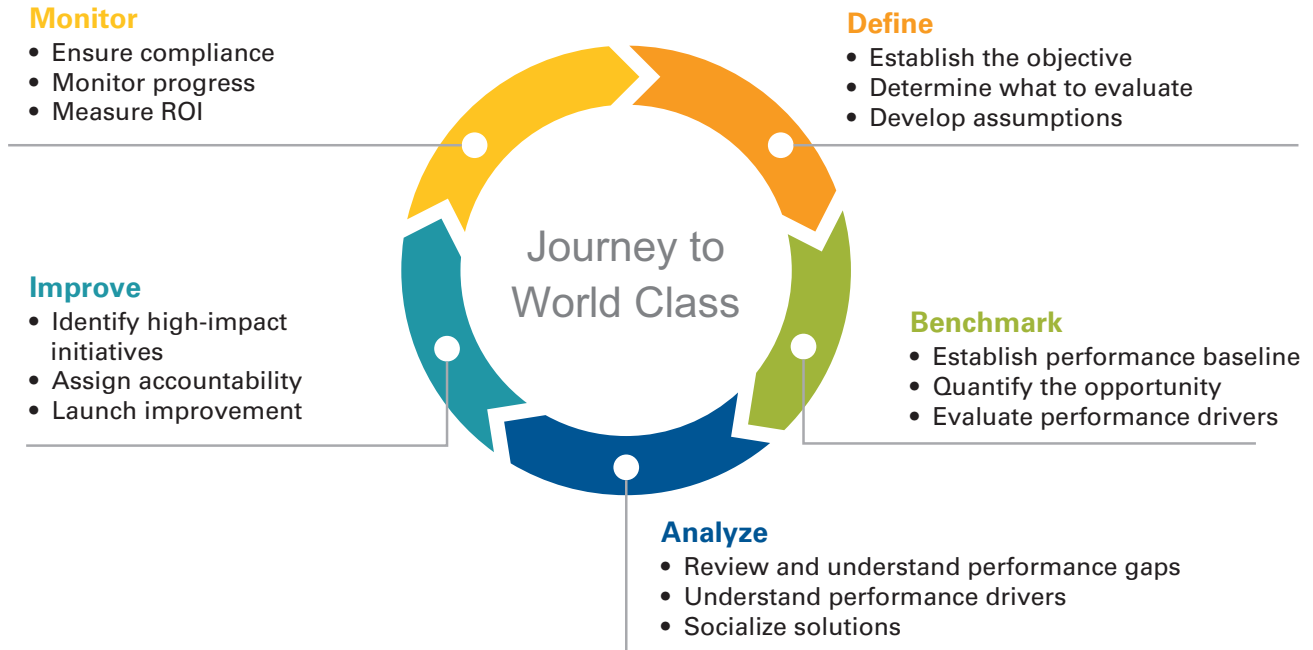
Comparison to Hackett World Class

Percentage of credit sales collected within terms

Target vs Actual Trending

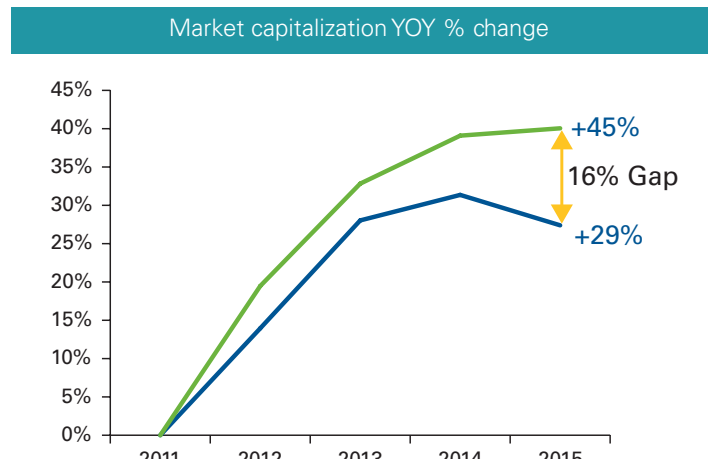
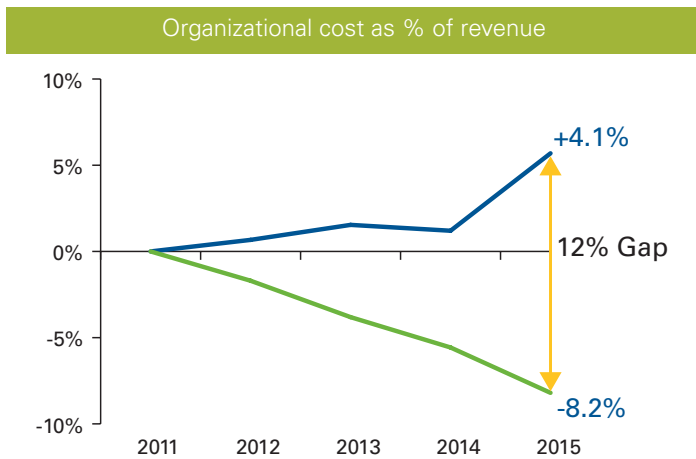
The power of continuous improvement

Making the leap from only conducting benchmarking to committing to continuous improvement can deliver powerful benefits. The proof is in the data – benefit realization fails if there isn't accountability through continuous benchmarking.



Research by The Hackett Group found that repeat benchmarking, combined with a commitment to making the insights actionable, are hallmarks of elite performance. Moreover, our research shows a strong correlation between committing to ongoing measurement and realizing quantifiable results. For instance, clients who participated in benchmarking more than once in

a four-year period saw an 8.2% reduction in reported SG&A costs; on the other hand, those who did not commit to ongoing benchmarking actually saw their organizational costs rise. In addition, companies focused on performance management performed better and increased the overall business value.



— COMPANIES THAT HAVE NOT BENCHMARKED WITH THE HACKETT GROUP
 — COMPANIES CONDUCTING MULTIPLE BENCHMARKS WITH THE HACKETT GROUP

Are you ready? Let us show you what Quantum Leap can do for you.

To learn more about the revolutionary Quantum Leap benchmarking platform, call us today at 1 866 614 6902 or directly at +1 770 225 3600. Or visit us at: www.thehackettgroup.com/quantumleap.