

CASE STUDY

Digital Transformation for Logistics & Supply Chain



The Challenge

To win in today's rapidly changing and disruptive market, an industry leading logistics company needed to scale their ways of working, prioritize customer-centricity, increase employee engagement, and achieve executional excellence.

The Solution

To focus on customer centricity, Motion Consulting Group worked with the client to define value streams and customer workflow then re-aligned teams to focus on cross-functional, product delivery. Technical assessments were completed, and a roadmap was implemented focused on increasing quality and faster delivery of value to customers.

Outcomes

- Increased team predictability from 40% to 90%
- Decreased operating costs by 12%
- Decreased defects by 25%