



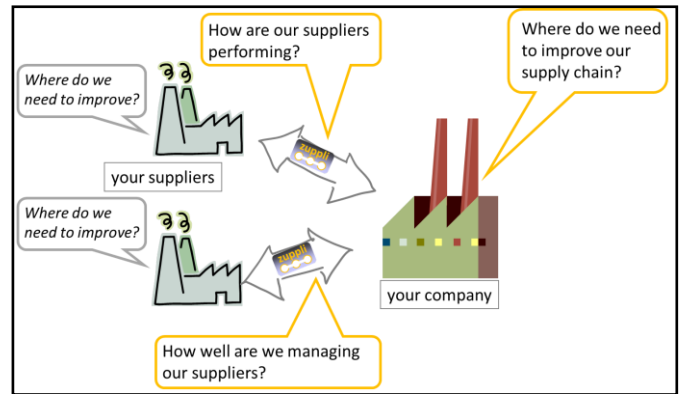
# improve supplier performance - with zuppli

## if your supply chain could speak, what would it say?

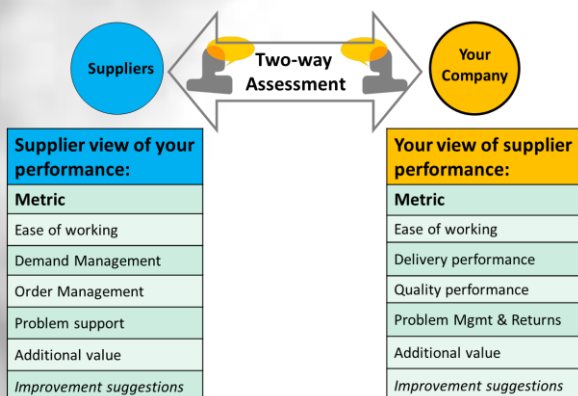
It would probably moan about its problems and suggest how it could be improved! Well that would be great wouldn't it? If your suppliers could regularly know how well they are performing against their peers – in delivery, quality and other key metrics – wouldn't that encourage improvement? If you could get specific, 'no holds barred' feedback from your suppliers on how well you manage the supply chain – in key areas such as forecasting, support and payment – wouldn't that help focus your own improvements? **But few companies have this knowledge.** Why? Because it takes time, money and open collaboration to get it. Instead companies rely on performance reports from their ERP systems and ad hoc supplier assessments. But these only report on part of the picture – **they don't explain the why? of poor performance** and they don't help drive supplier improvement.

## hear your supply chain to improve your supply chain

zuppli goes back to basics. It considers the supply chain as a collection of people working in different businesses and seeks to link them, so that **their voices can be heard** across the chain. This provides the foundation for collaborative improvement. Effective collaborative improvement requires respect, information and 'straight talking' from both sides. In all-too-many supply chains, communication between suppliers and customers is limited to the requirements of daily business. There is too little sharing of performance information, feedback and straight-talking. zuppli addresses the challenges of engaging with your suppliers to improve the performance of the shared supply chain – in a time and cost-effective way. zuppli allows you to assess (and be assessed by) your suppliers, to provide a full **'two-way' view** of your inbound supply chain. This information provides the foundation for driving improvement – in both suppliers and how you manage your supply chain.



## zuppli uses a 'two-way' assessment to identify problems



zuppli operates on a quarterly cycle, triggering email requests to nominated 'assessors' in your company and selected suppliers. Assessors rate the performance of those suppliers/customers they are responsible for using scoring grids in the cloud-based zuppli service. The **assessment focuses on 5 core metrics** (see left). zuppli automatically chases assessors to complete assessments, escalating if needed. zuppli then generates reports on the quarterly performance of the supply chain. This includes supplier performance and your performance in supply chain management – as assessed by your suppliers. Individual suppliers receive a report on their comparative performance in each metric together with comments and suggested improvements. By using

both assessor anonymity – to encourage openness – and sharing comparative feedback, zuppli uses this 'peer pressure' to **drive focused improvement** in suppliers and your own business.

## zuppli is simple and cost-effective

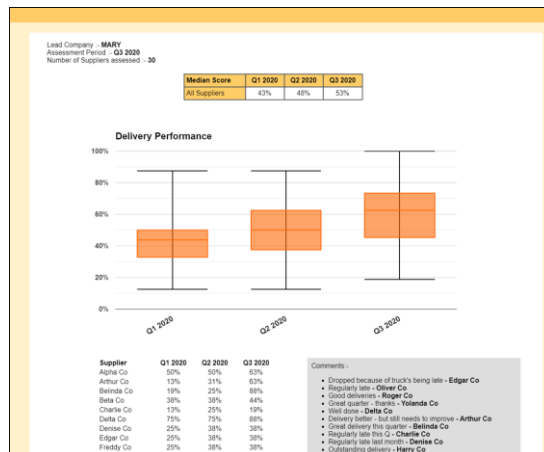
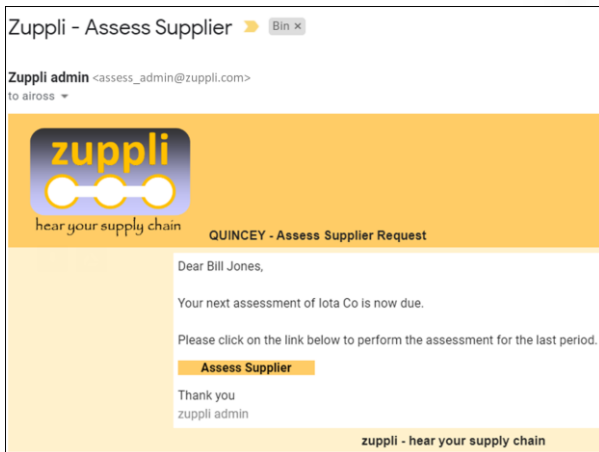
One of the major concerns that companies have when faced with a new supply chain solution is the need to integrate it with their existing business systems. Software integration is costly and slow and brings its own risks.



We designed zuppli so that **no software integration** is required. No IT experts are needed. No expensive software licenses. And we avoid the security risks inherent with linking your business systems to the internet. zuppli is a cloud-based service, so all you need is email access and a web browser. Simple. Once you select zuppli **you can be up and running in days**. And the zuppli service is cost-effective – and can be scaled according to your needs and budget. The zuppli service is **priced yearly according to the size of your connected supply network**.

## zuppli helps you effectively drive improvement

**Conventional supplier assessments are time consuming** and because of this, typically involve very few of your suppliers – typically just your key ‘Class A’ suppliers. Also they don’t provide a ‘two-way’ review of supplier performance and your own company’s supply management – limiting their value in driving improvement. In addition, the accuracy and objectivity of such assessments can be questioned. How much does a supplier really ‘tell it as it is’ to an important customer?



Example of zuppli email and report format

The zuppli assessment approach does away with the need for interviews, ad hoc spreadsheets and poorly designed questionnaires which can be confusing and error-prone to complete. zuppli’s supplier anonymity encourages ‘straight talking’ and its automated workflow allows more suppliers to be assessed cost-effectively. zuppli’s focus is on providing you and your suppliers with key information to drive improvement. As zuppli develops we plan to add additional functionality to involve operational personnel in supply chain improvement and enable comparison between supply chains – to help drive further improvement in supply chain practices and performance.

## zuppli thinks *analogue*, not digital

The zuppli assessment and reporting approach means that the improvement needs of your supply chain become transparent to you and your suppliers. Unlike many supply chain solutions which see the supply chain as a set of digital data, zuppli is different. zuppli takes an analogue view of your supply chain – it **engages your people**, their experience of day-to-day operations and their knowledge of problems and potential improvements. Too many supply chain systems fail to make good use of operational personnel – zuppli recognises that these people really know how the business is operating. **They are the voice of the supply chain** - zuppli listens to them and helps bring their skills and experience to improving the supply chain.

## find out how zuppli could help your business

zuppli was developed from our experience gained in manufacturing and supply chain benchmarking and improvement since 2002. Our work helped us identify the need for a simple and collaborative approach to monitoring and improving supplier performance. If you are interested in the **potential for zuppli in your business**, contact us to arrange a discussion and a demonstration – go to [www.zuppli.com](http://www.zuppli.com)

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