

Compliance and Risk Management

European Supply Chain Support

Supply chain configuration and set up:

- Supply chain consultation and design
- Partner selection, negotiation and service level development - Distributor, retail direct and e-Commerce channels
- Customer engagement, implementation and project management

Sustaining and improving supply chain performance:

- Supplier performance and compliance management
- Quality assurance
- Performance improvement
- New product launch management
- Returns disposition

Experienced operations team in market

- Functional supply chain and in region expertise
- Faster response times
- Less travel requirements
- Variable cost model – aligned to your requirements

Emerging markets support

Emerging markets such as Brazil, India, Russia, China and Africa are rapidly evolving, as are the requirements to successfully do business with them.

We have experience in addressing each of these markets and maintain a knowledge of the supply chain, service providers and regulatory requirements in addition to the practices that are required to serve them in an effective and compliant manner.

Enable e-Commerce channels

Successful e-Commerce requires the seamless coordination of the customers' online experience with the physical supply chain, delivery, financial and customer support processes. Each represents an important touch point with the customer and an opportunity to either complement or damage the brand experience.

International e-Commerce has the added complexity of language support, cultural differences, payment differences and sales tax compliance.

We can assist your team in the set up of your e-Commerce operations, advise on the structure and support the set up of physical supply chain

processes, financial and support structures - either internally or through carefully selected outsource partners.

Provider Capability Development

Research shows a frequent gap between customer expectations and service provider capabilities. These capability gaps can lead to friction in customer relationships and impede new business growth.

We can support logistics and supply chain providers in an assessment of their current operations and the development of service, process and technical capabilities.

Our compliance offerings also provide providers with support for quality and industry certifications including ISO, AEO, GMP, BRC and EICC certifications.

Enable Retail Shipments

Enabling direct shipments to retailers can open up sales and promotional opportunities and avoid certain distributor costs but this can add significant complexity to ensure compliance with retailer routing guides. This will vary significantly by region, by retailer and in some cases by store.

Our team can help to assess the impact on your supply chain by moving to direct retail shipments and provide insight into the implications on customer cost to serve. We can also support your team in establishing the procedures required to comply with retailer shipping requirements and avoid costly penalties.