

Customer Service Analysis Template

Client Value Proposition: Improve service levels. Find the optimal balance between service levels, inventory levels, and profitability.

Strategic Value: Addresses industry challenges such as improving fill rates, measuring on-time deliveries, meeting customer service demands, coping with item proliferation, and moving to a demand pull value chain.

Information and Analytical Capabilities Provided: Delivers historical and current item level and aggregated information about order delivery performance, order cycle times, performance to promise, performance to customer request, shorted quantities, and other relevant facts. This information allows for multi-dimensional analysis of customer service, e.g. by time period, customer, internal SKU, customer SKU, ship-to location, distributor, broker, and so forth. The information and analytical capabilities enable clients to actively manage the business factors that drive customer service performance by employing leading edge tools and proven best practices for customer service management.

Bonus Opportunity: Leveraging POS data, syndicated data, and other enterprise data allows for improved demand management, reduced safety stocks, and optimized customer service.

Related Templates: *Inventory Management, Business Performance Management, Supply Chain and Operations Analysis*

Meeting Food Industry Challenges