

# Project Showcase

## Re-organization Supply Chain Management

**Customer Information**

- + Mail Order / eCommerce
- + Sales: < 1 billion €
- + Employees: < 1,000

**Informationen about the project**

- + Duration: 3 years
- + Project team: 50 people
- + GCS consultant team: 4 people

**Results**

- + Systemic mapping of all relevant SCM processes
- + Increased transparency & speed
- + Optimization of purchasing, logistics & QM
- + Expansion of customer services to supply B2C customers
- + Improvement of warehouse processing planning

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**Project description:**

As part of a program for the holistic optimization of the supply chain, a supply chain management system was introduced in a mail order and eCommerce company in a holistic optimization approach, the quality management processes were redesigned in terms of organization and personnel, the planning and forecasting for the warehouse location for delivery to B2C customers was redesigned, and the logistical services for the supply of B2C customers were expanded. For the customer, GCS took over the project management and technical advice on the definition of the processes and the subsequent implementation. In addition to simplifying and accelerating the processes, the project achieved a high level of integration of the customer with its international suppliers and service providers, in which GCS was in charge of multi-project management and accompanied the individual measures up to the respective commissioning.