

Operational Excellence

Transform - PwC's solution
for business transformation
and improvement of sales
and operations



Achieving company's profitability and growth goals is the key target for operational leaders. Sound operations management transcends daily business requirements and builds competitive advantage.

Transform - PwC's solution for business transformation and improvement of sales and operations

Transform is a complex transformation solution developed by PwC that is proven by successful implementations all over the world, including Slovakia. The nature of the tool is to assess the problems companies face, implement changes to the operations processes and create specific solutions that accelerate growth in order to increase profitability. The results are achieved in a short time after the implementation and melt into real savings with direct impact on P&L.

We will work jointly with you to:

- identify vision and assess goals,
- prioritise identified issues,
- define the improvement initiatives and implementation steps,
- and design the project plan to bring the change to real life.

Transformation brings along a set of changes. Our team will:

- guide you through the process of installation and implementation of the components of transformed organisation,
- train your people to reach the change initiative's goals to preserve the change,
- and apply monitoring mechanisms in order to sustain the implemented changes.

We identify all of the specifications and dependencies between change initiatives and change components to consolidate the change into the organisation in the most effective way in order to achieve tangible, the best possible results.

PwC Sales Diagnostic Framework

1 Sales Strategy	How the business strategy is realized by the commercial responsible workforce – what the business sells to which customers/markets (Alignment of sales to business strategy, Segmentation and channel mix deployment, Market coverage, Value proposition definition, Channel economics & pricing)
2 Sales Management	How the sales effort is managed and directed – and the operating model for sales needed to enable the management (Sales process approach, Pipeline management, Sales forecasting, Performance measurement, Sales operations, Compliance)
3 Sales Process	How the selling effort is executed – who does what (and to what standard/quality). How the selling processes align to the customer processes (Manage relationships, Understanding customer needs, Account planning, Opportunity identification, Opportunity qualification, Solution development, Closing winning, Account management and customer care)
4 Sales People Management	How the sales people are organized and encouraged – and what skills, knowledge and behaviours are required (Talent strategy, Organisation design, Competency definition, Talent acquisition and management, Talent development, Performance culture and incentives)
5 Sales Technology Solutions	How the selling effort is supported by tools and systems – and how these tools add value to the business and to the customers (CRM solutions, Sales portals (Online channels), Channel integration solutions, Sales dashboards/MIS)

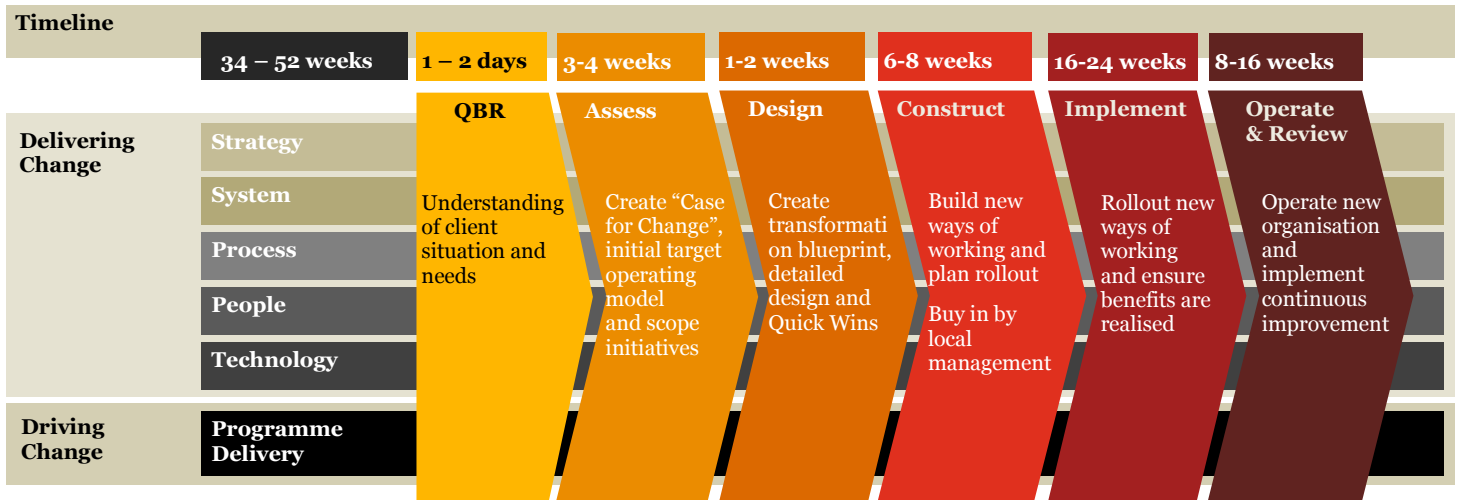
Example of Supply Chain Transformation

1 Supply Chain Diagnostics	End-to-end supply chain assessment, Qualitative benchmarking, Quantitative benchmarking
2 Strategy and Integration	Global network analysis, Network optimization, Product development and Supply chain integration, Supply chain performance management
3 Planning	Forecasting, Sales & operations planning, Demand/supply balancing, Capacity planning, Collaborative planning
4 Sourcing and Procurement	Strategic sourcing, Transaction management, Supplier selection and development, Vendor-managed inventory
5 Manufacturing Operations	Manufacturing strategy, Productivity improvement, Lean, Six sigma, Outsourcing, Divestiture & contract manufacturing management, New product introduction
6 Order Management, Logistics and Distribution	Order management, Logistics strategy, Third-party logistics provider selection and management, Warehouse and transportation Operations, Channel integration, Returns, Warranty returns management, Service parts planning, Repair and disposition, Parts and distribution management

The PwC Sales Diagnostic Framework contains over 30 elements that have a repository of best practices and knowledge to structure them. The key sales capabilities within each dimension are defined.

Implementing a lasting change that brings results in 9 months

Transform: Project road map



The way we work with clients

PwC experts on process improvement and your employees will work together as a team. The goal is developed and achieved collaboratively, while the role of PwC is to provide guidance, proven methodology, tools and supervision, accelerate the implementation, mitigate the risks and avoid missteps.

Thanks to this joint management structure of the project and direct engagement of your employees, you will be able to sustain the solutions and changes we implement together even after PwC team leaves your company.

Key benefits

- Direct engagement of your employees from the very beginning
- Real savings with direct impact on P&L
- Our fee is based on your real savings
- Accelerated results (3-5 faster if done internally)
- Strong project management and supervision methodology by PwC
- Minimum disruption of operations
- Organisation is able to sustain the changes by itself
- A joint project and joint management structure

References of projects implemented in Slovakia

Transformation of production plant in glass industry:

- 20% increase of productivity efficiency by 14% reduction of headcount and improvement of operations processes led to annual decrease of costs by 3,1 mil EUR and plant became the 2nd most productive factory on European market in its industry.
- Project duration: 10 months.

Increase of efficiency in sales department in a company which operates in the area of development and production of plastics:

- Based on Transform solution, the company achieved rapid growth of sales, which led to the 15% increase.
- Project duration: 9 months.

Let's continue the conversation



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Global PwC Network

PwC helps organisations and individuals create the value they're looking for. We're a network of firms in 157 countries with more than 195,000 people who are committed to delivering quality in assurance, tax and advisory services. Find out more and tell us what matters to you by visiting us at www.pwc.com/sk.

PwC in Slovakia

PwC operates in Slovakia for more than 20 years. We have a large business with more than 400 staff in two offices in Bratislava and Košice. With knowledge and experience of our people, we have built a stable market position of the provider of professional services at the highest level.

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