

Bringing Clarity in a Supply Chain Crisis to Recover Faster & Gain a Competitive Advantage

AT A GLANCE

When uncertainties in supply turn into a back order crisis, sales organizations need to assure customers that the organization is taking swift action to minimize disruptions in service. My client, a leader in a hyper competitive category of medtech, had to show hospital customers that it could recover from industry wide shortages and deliver its life saving products.

Business goals have been exceeded thanks to Teri's sense of ownership, dedication and resiliency. She didn't give up even after small setbacks. Teri's outstanding leadership and communication has been the key driver for actually resolving the crisis ahead of the projected time. Mid-way through this project we kicked off a new assignment within the same business unit for a very different type of support. I would recommend Nagel Strategies to any colleague.

WHAT I DID

By quickly onboarding to the cross functional team, I was able to conduct a rapid deep-dive and identify the root cause of bottlenecks and gain alignment to prioritize the most damaging issues. I accelerated clear, consistent communications up to executive leadership, across functions, and to external suppliers for end-to-end awareness and coordination. I pushed the envelope on performance improvement measures while developing a long term mitigation strategy with key business owners.