



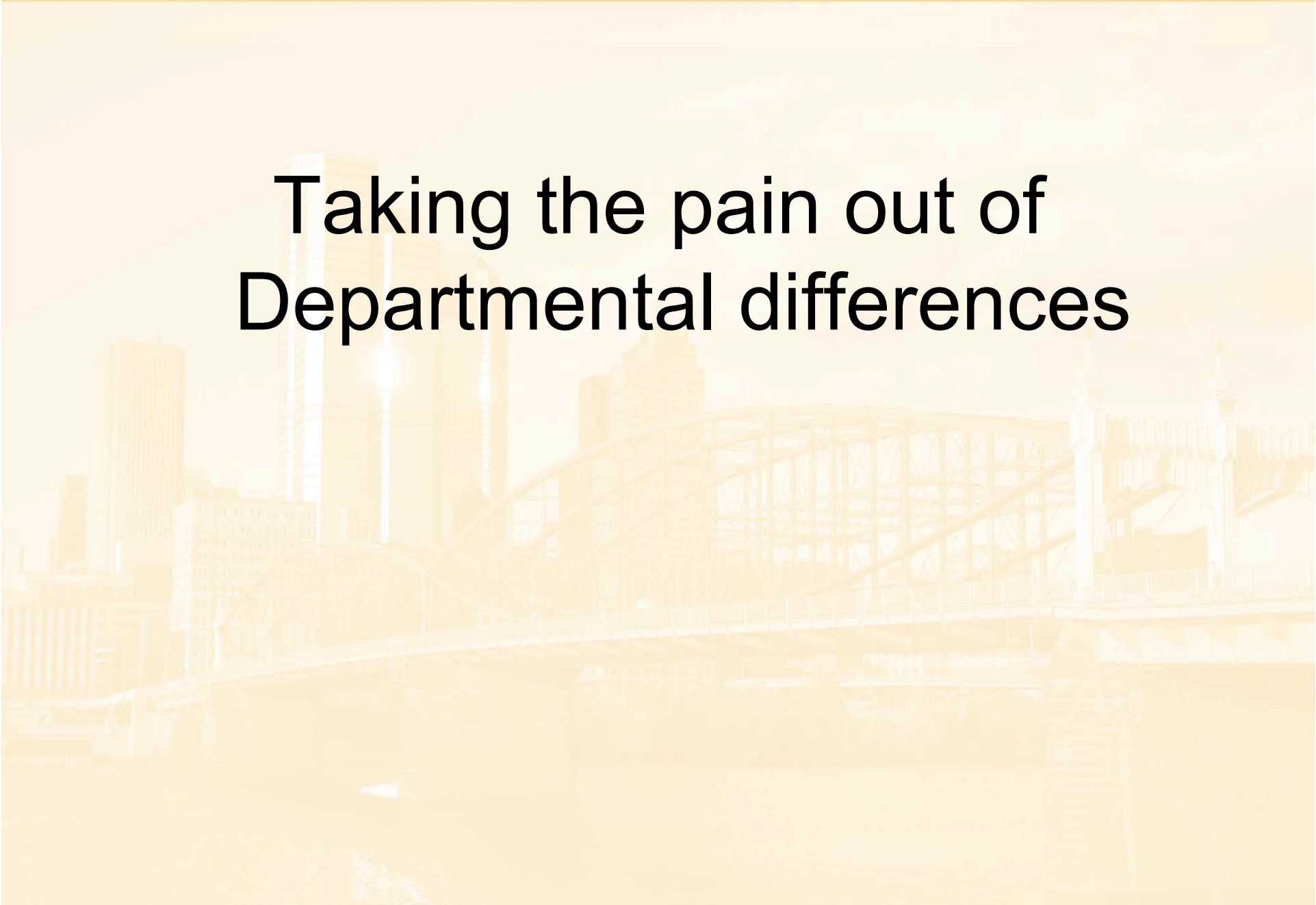
THE FOODSERVICE DISTRIBUTION CONFERENCE & EXPO

bridges to success

EFFICIENCY, TECHNOLOGY, COLLABORATION



Taking the pain out of Departmental differences

The background of the slide is a faded, golden-tinted image of a city skyline. A large, arched steel bridge spans across a river in the foreground. In the background, several tall skyscrapers are visible against a light sky. The overall aesthetic is professional and clean.

Integrating Operations and IT

- Have you bought software that did not fit your process?
- Has upper management given you software to implement without involvement in it's selection?

Integrating Operations and IT

- Ever installed technology, only to find that it was not being fully utilized?
- Have you bought technology only to find that it did not work the way it was presented?

Integrating Operations and IT

- Have you had a “running battle” with IT over changing a process that IT has just programmed into your new system?
- Ever failed to make a deadline on an implementation?

Integrating Operations and IT

- Do you want to build discipline in your process with technology?
- Do you want to build discipline into the culture before you add technology?

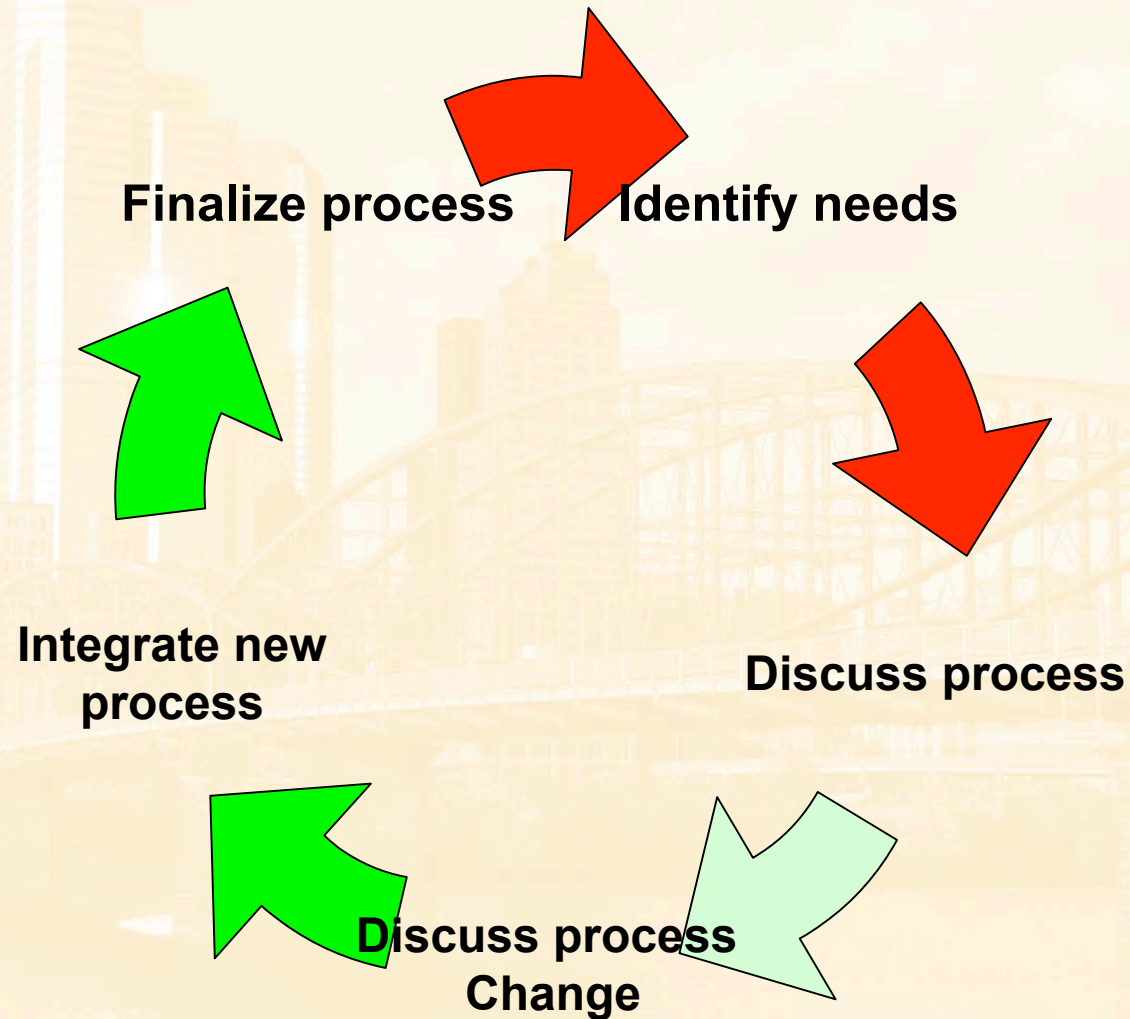
How do we get Ops and IT working together?

- Start with an Advocate to facilitate the implementation.

An IT person with basic knowledge of Operations.

Operations people that are willing to examine process, without ownership.

Identify/Modify/Eliminate



How do we get Ops and IT working together?

- Do you purchase a canned program or develop your own?
- Operations must go through the process's used in their Operation in detail.

How do we get Ops and IT working together?

- Have the right people in place in both areas.
- Spend time asking questions of the right people.

How do we get Ops and IT working together?

- Do not let anything be off limits in examining process and redesign.
- Develop flexibility into the programming for changing process.

How do we get Ops and IT working together?

- Allow no excuses or blaming of the other department.
- Work with a process and have timelines that are adhered to.

How do we get Ops and IT working together?

- Test process and repeat cycle if necessary
- Set up post implementation meetings to evaluate system and process.

Voice Implementation case study

- Case study to be discussed. Hard copy will be available.
- Will discuss implementation on a 60 day timeline.

Post implementation Opportunities

- Time line extremely tight
- If you have qualified programmers and Operations folks- program yourself.
- Did not do enough collaborative discussion

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