“We found that both collecting the information and analyzing the results for SLC’s Benchmark study was very useful. It clearly identified opportunities that L’Oreal would otherwise not have been aware of.”

George Blizard
Sr. VP of Supply Chain
L’Oreal

Why Benchmark?

Business Logistics activities represent a cost of over $1.3 trillion per year (equal to 8.5% of the US Gross Domestic Product) and are growing at an annual rate of over 3.4%. Business processes have a significant impact on your profitability, service levels, and customer satisfaction.

Improving overall productivity and maximizing resource effectiveness is essential to every company’s survival. Benchmarking is an innovative and aggressive process that enables companies to quickly and easily identify critical opportunities within their businesses. Leading companies from a broad base of industries use Benchmarking as a means for enhancing their annual and strategic planning processes.

For over a decade, Seber Logistics Consulting, Inc. (SLC) has emerged as the recognized early proponent and preeminent expert in Benchmarking and Supply Chain consulting. As a result of SLC’s previous Benchmark Studies, our clients have made significant progress with improving operational performance.
The Customer Interface Benchmark Study focuses on assessing the effectiveness of customer service offerings and performance. Participants will receive a customized report that highlights the study’s findings, their performance and the implications of the Benchmark Study’s conclusions.

Participants

3M
ACCO
Alberto Culver
Alcoa
Avery Dennison
Barilla
Bausch & Lomb
Baxter Healthcare
Bayer
Becton Dickinson
BIC
Black & Decker
Boehringer Ingelheim
Bush Brothers
Cadbury Adams
Campbell Soup
Church & Dwight
Clorox
Colgate-Palmolive
ConAgra Foods
Coty
Del Monte
Diamond Foods
Dole
Eastman Kodak

Eli Lilly
Elizabeth Arden
Energizer
Estee Lauder
Fuji Photo Film
General Electric
General Mills
Gerber
GlaxoSmithKline
Heinz
Henkel (Dial)
Hershey’s
Hewlett-Packard
High Ridge Brands
Hoffmann-La Roche
J.M. Smucker
Johnson & Johnson
Johnsonville Sausage
Kellogg’s
Kimberly-Clark

Kraft
L’Oréal
Land-O-Lakes
Logitech
M&M Mars
Malt-O-Meal
Maybelline
Merck
Moen
Mott’s
Nestlé
Newell
Novartis
Ocean Spray
Osram Sylvania
Perrigo
Pfizer
Pinnacle Foods

Procter & Gamble
Polaroid
Quaker Oats
Rayovac
Reckitt Benckiser
Revlon
Rich Products
S.C. Johnson
Sandisk
Sara Lee
TaTa Global Beverages
Unilever
Vistakon
Welch’s
White Wave Foods
Wrigley
Wyeth
Xerox
The SLC Benchmark Data Base™, comprised of extensive supply chain best practices, provides a solid foundation for quickly identifying and implementing highly effective, pragmatic solutions. This powerful knowledge base has been developed over 20 years of supply chain consulting projects with leading, best-in-class companies representing a broad spectrum of products, channels and industries. Our partnerships consistently yield successful results.

### Overall Performance

- Order, Case and Line Fill Rates
- On-Time Delivery Performance
- Order Cycle Time
- Invoice Match Rate
- Unsalables
- Deductions as a Percent of Revenue
- Deduction Thresholds
- Deductions Analysis by Type
- Time to Resolve Deductions
- Days Sales Outstanding (DSO)
- Days Over Best EFT and FEDI Volume
- Finished Goods Inventory Turns
- Customer Inventory Turns
- Customer In-Stock Positions
- Write-Offs
- Customer Scorecards

### Costs

- Order Management Costs per Order
- Revenue Management Costs per Order
- Customer Logistics Costs per Order
- Costs as a Percent of Revenue
- Compensation Rates

### E-Commerce

- Web-based Applications
- Customer Accessibility
- EDI, VAN and Internet Utilization
- Data Exchange Services

### Organization

- Customer Interface Responsibilities
- Organizational Structure
- Customer Service Operations
- Key Account Team Composition

### Service Offerings

- Terms of Sale
- Order Lead Times
- Pricing Structures
- Logistics Efficiency Pricing Programs
- Order Policies and Practices
- Customer Allowances
- Customized Services
- Collaborative Demand Planning
- Alternative Channels
- Replenishment Programs
- Integration with Customer Systems
- Emerging Customer Requirements
Seber Logistics Consulting, Inc. (SLC) is a management consulting firm specializing in supply chain management and operations. For over two decades, SLC has been recognized as an early proponent, leader and expert in Benchmarking and Supply Chain Consulting.

Our specialists provide professional counsel, and hands-on help that deliver strategic insight, operational expertise and powerful, tangible results.

Our solutions help companies think beyond traditional boundaries. In short, clients turn to us for recommendations that work. Our solutions do not create new problems. The strategic options that we develop have consistently advanced our clients’ corporate and organizational goals.