

Forward thinking supply chains continued >>>

SAPICS
THE PROFESSIONAL BODY FOR
SUPPLY CHAIN MANAGEMENT

IN ASSOCIATION WITH
saaff

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**Optimising resources across the supply chain to drive efficiencies
and agility whilst minimising disruptions**

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What is BPO and what are its benefits to the supply chain industry?

Leaner, faster, smarter, and cheaper
Partnership: reputable BPO provider



What is business process outsourcing and how does it benefit businesses within the supply chain industry?

- Efficiencies and Effectiveness
- Mitigate risk
- Enhance agility and flexibility
- Optimize costs
- Improve visibility
- Gain access to specialised skills and technology
- Focus on strategy and critical business matters

Improve Efficiencies and Effectiveness



*Efficient supply chains are key to keeping our
Daily lives running*

BPO: leaner, faster, and smarter:

- Identify inefficiencies
- Re-engineer
- Streamline operations
- Maximise output

Mitigate Risk



- Ensuring compliancy
- Working smarter within confines of the law
- BPO assumes all responsibility:
 - ▶ Labour component
 - ▶ Health and safety
 - ▶ Quality
 - ▶ Even financial risk
- Reduces business liability

Enhance agility and flexibility



- Improved scalability: Scale up and down
- Plug-in/plug-out operational model
- Flexibility eliminates wasted time and resources; optimises cost efficiency; increases competitive edge; and ensures business stability

BPO allows you to scale up and down on resources, as demand dictates

Optimize Costs



“The most effective way to reduce costs is not to spend less. The most effective way to reduce costs is to improve efficiencies.”

- What’s your biggest cost? Likely human resources.
- BPO helps businesses in the supply chain to achieve more with less.
- Fixed costs are translated into variable costs which are directly linked to quality performance outputs

Improve visibility



Improve visibility over the client's operation through the implementation of the right systems and technology.

Access specialised skills and technology



The digital evolution shows no signs of slowing down !!

- HR/IR/Legal specialists
- Process and industrial engineers
- Process engineering
- Industrial psychology
- Leading technology
- Data Analytics
- Much more

Focus on strategy and critical business matters



Why did YOU start your company? So that you can spend your days overseeing disciplinary hearings, approving payrolls or conducting countless recruitment interviews?

BPO gives you the freedom to return to doing what you love, and to make money doing it.

Choosing the right BPO provider for your business



The BPO Wish List:

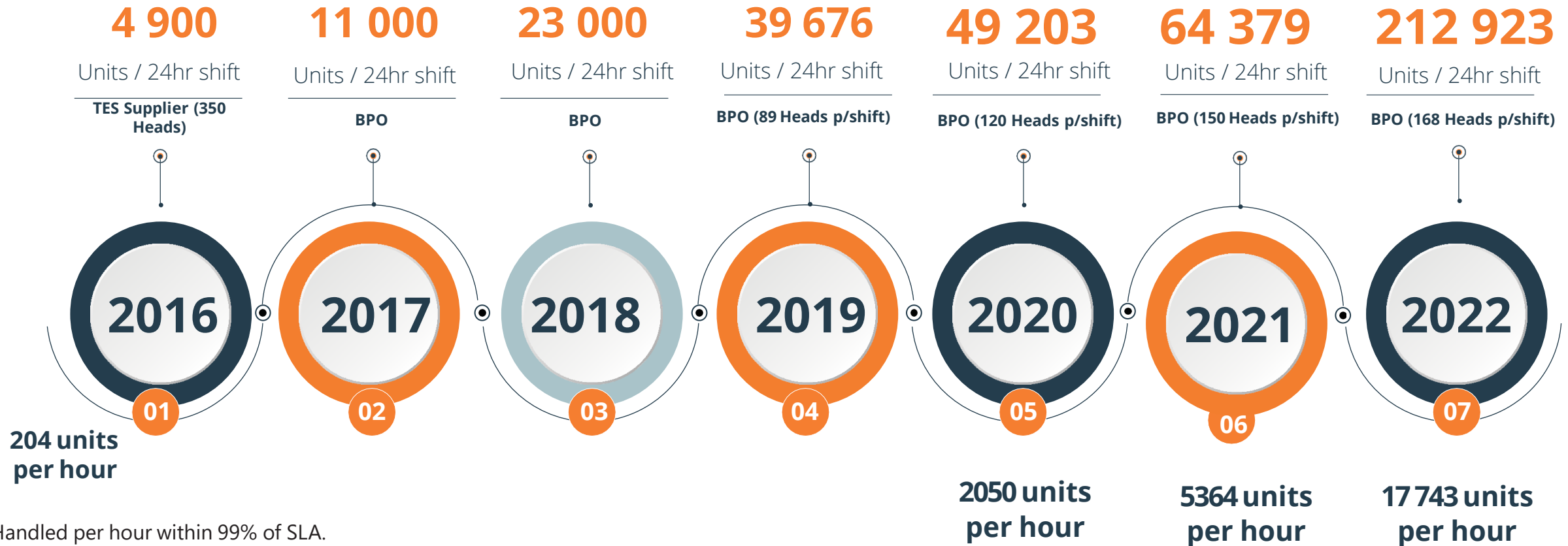
- Established, reputable BPO partner
- National footprint
- Extensive industry experience
- Financially sound
- Legally compliant
- Value transparency and communication

"It's a relationship of mutual trust, a long-term exercise which means that consistency is key to developing continuous improvement of systems and processes."

Case Study

(Warehouse)

PPO reduces clients' headcount, operational hours and cost by increasing productivity.



Handled per hour within 99% of SLA.

**Productivity for an E-Commerce client during Peak Periods*

Q&A



elevate, educate and empower

For more information....



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