



CONSULTING SERVICES

SUPPLY CHAIN / OPERATIONS

Operating an efficient, flexible and responsive supply chain is a significant competitive advantage in today's multi-channel retail environment. Fry understands that Supply Chain / Operations touch nearly every part of the retail value chain, extending across the interactions of products, equipment, systems, labor and cash flows to satisfy customer demand. To support a true multi-channel business strategy, retailers must balance merchandising and marketing assortment needs against the supply chain costs and service levels in an increasingly global market.

Fry has a wealth of experience in planning, building and operating multi-channel supply chains as well as first hand industry experience to make sure our clients' goals are achieved or exceeded. We are able to draw on these experiences to quickly deliver powerful services to our clients. Our insights into supply chain industry trends have helped set innovative strategies for our clients, bringing them tangible savings while boosting sales.

OFFERINGS

Distribution Strategy & Planning

Warehouse Management

Supplier Direct Fulfillment (SDF)

Shipping and Reverse Logistics

Third Party Sourcing and Integration

Supply-Base Performance Management

DISTRIBUTION STRATEGY & PLANNING

Whether your distribution network today is comprised of a single warehouse, multiple warehouses, or spans across the globe, strategically optimizing that flow of goods is at the heart of leading supply chain practices. Determining the appropriate operating model – rationalizing the distribution approach – to move product from suppliers to consumer purchase points is an essential decision for maximizing capital, space, warehouse operations, inventory management, and transportation efficiencies. An effective network strategy can reduce total delivered costs, improve customer service levels, increase supply chain responsiveness and flexibility, and optimize transportation costs. Fry brings value to organizations pursuing network optimization models by quantifying the key strategy decisions and creating innovative strategies that will enhance our client's business goals.

WAREHOUSE MANAGEMENT

Optimizing operations inside the "four walls" of a warehouse becomes more complex and critical in the multi-channel environment where operations directly impact the end-customer purchase experience. Efficiency within a warehouse for the flow of goods (receive-stock-pick-pack-ship) thrives of consistency, automation and predictability that scale without adding labor or space. Fry helps our clients to evaluate, plan, design and pursue best practice strategies that drive labor efficiencies, optimizes space, controls costs, and improves service levels. Our experience covers demand/supply planning, facility design, inventory planning and management, warehouse management systems selection and implementation, as well as the product flow process.



SUPPLIER DIRECT FULFILLMENT (SDF)

Leading multi-channel retailers are establishing and scaling SDF programs to drive incremental, above industry average growth and profits. SDF helps optimize a direct-channel business by enabling unlimited assortment expansion, reducing capital/operation costs associated with buying and carrying inventory, and improving operational efficiencies across all channels to minimize total delivered costs. With SDF, retailers take customer orders online, send the orders to suppliers who fulfill and ship directly to the retailers’ customers – essentially serving as an extension of the retailer’s fulfillment network. Fry brings experience in SDF best practices that cannot be matched by traditional consulting firms. Our team has extensive industry experience and has achieved significant success building SDF programs at several major retailers. Our proven methodology guides retailers through a deliberate, phased process to building the SDF program that best meets their business needs.

SHIPPING AND REVERSE LOGISTICS

The shipping and logistics landscape can be difficult to navigate in the multi-channel retail environment. Since products sold in one channel often impact operations in another channel, even small logistical decisions can have a tremendous impact to downstream operations and the bottom line. Fry brings extensive experience in helping our retail clients determine the appropriate delivery and returns strategy, manage returns process consistently across multiple channels, and optimize carrier selections to cost effectively meet customer service levels. Our logistic strategies are carefully constructive to consider the big picture, and pursue the right technology and processes for comprehensive change.

THIRD PARTY SOURCING AND INTEGRATION

Where fulfillment and supply chain operations are not a core competency, third party logistics (3PL) providers can bring real value to retailers as an outsourced solution. Our experience with 3PL sourcing and integration helps us construct partnerships that bring a strategic advantage to our client, and equips them with the processes, tools, and best practice knowledge to effectively manage those relationships. Fry can assist in evaluating the need/benefit of an outsourced 3PL solution, partner selection process, manage 3PL implementations, as well as train and transition 3PL management to client teams.

SUPPLY-BASE PERFORMANCE MANAGEMENT

At the core of any successful supply-chain are consistently strong performing suppliers. Retailers cannot be successful at maintaining service levels and managing supply chain costs without a responsive, high performing supply-base. Our proven approach helps guide clients through the process of formulating and executing a supply-base management strategy. Fry works collaboratively with clients to build supply-base classifications, setup up compliance programs and implemented data-driven, balanced scorecards to measure supplier financial and operational performance against relationship and strategic considerations. Our holistic approach gives retailers the visibility to the impact of poor supplier performance on their business and the tools to take action against it.

SERVICES WE OFFER INCLUDE

