



## **Membership Plan 2022**

*by invitation only*

Sharing best practice to improve availability  
and reduce cost

Jonathan Kittow  
Chairman of the Customer Supply Group  
[info@simply-sc.com](mailto:info@simply-sc.com)

# Scope of the Customer Supply Group

## Service

- Service Quality
- People Capability & Skills
- Product Availability and Demand Planning
- Performance Measurement and Reporting

## Efficiency

- Process Excellence
- Roles and Responsibility
- Productivity Improvement
- Automation and Technology

## Trust

- Reliability and Responsiveness
- Personal Attribute and Development
- Collaboration
- System Development

# Measuring Effectiveness



# Participants







Programme outline, dates and  
membership cost 2022



# 2022 Programme Detail

- Members can participate in the group activities which include:
  - 5 core meetings in 2022 (mix of face to face and online)
  - Up to 5 additional best practice sub workgroups (additional fees apply)
  - Working together to develop best practice in conjunction with the Grocery Code Adjudicator
  - Access to industry body professionals
- Supply Chain/ Customer Service Development themes from 2020:
  - Best practice CS performance and availability management
  - Team structure and development to re-align to channel demands
  - Applying existing technology to improve efficiency and effectiveness (Automating processing, analysis and predictive analytics )
  - Collaboration and demand management post Covid



# 2022 Programme Detail

- Opportunities to join best practice sub workgroups:
  - Sales Forecasting & Promotions –  
A collaboration group developing a Best Practice Framework, in conjunction with the GCA, to help improve the quality and consistency of forecasting information and retailer responsibilities
  - Amazon –  
A supplier group seeking to tackle the supply chain challenges and costs of trading with Amazon
  - Ambient Supplier Collaboration Projects –
    - Supplier collaboration to reduce empty running and improve vehicle fill
    - ‘Managing the Tail’ – working with peer suppliers and selected retailers to improve service levels and vehicle utilisation whilst reducing product handling & retailer inventory levels
  - Key industry issues: monthly best practice calls for tackling topical issues:
    - Responding to the challenges of the driver crisis
    - Post Brexit issue resolution





# Proposed Dates & Membership Cost

- Wednesday 8<sup>th</sup> February 2022 - location tbc
- Wednesday 4<sup>th</sup> May 2022 - Hybrid
- Wednesday 6<sup>th</sup> July 2022 - location tbc
- Wednesday 5<sup>th</sup> October 2022 - Hybrid
- Wednesday 17<sup>th</sup> November 2022 - Teams

---

## **Gold Membership: £3,000 + vat:**

Membership to include participation in:

- Quarterly meetings
- Driver Crisis meetings
- Post Brexit meetings
- Subgroups i.e. Amazon, Sales Forecasting & Promotions, Ambient Supplier Collaboration

## **Silver Membership: 2,000 + vat:**

Membership to include participation in:

- Quarterly meetings
- Driver Crisis meetings
- Post Brexit meetings

*\*additional fees may apply to cover collaboration modelling costs  
for those participating suppliers\**



# Appendix







# Meeting Objectives & Guidelines

- **Objectives:**
  - To enable member representatives to discuss topics of mutual interest with their peers
  - To encourage the sharing of best practice, the understanding of common practice and to help companies identify opportunities to improve the effectiveness of their own operations and the quality of the service they offer to their customers
- **Guidelines:**
  - A formal agenda is prepared and distributed for all meetings. No formal minutes to be taken
  - The Customer Supply Group operates on networking principles:
    - All members expected to participate – no contribution, no feedback
    - No commercially sensitive information to be shared and any information shared remains non-attributable
    - Survey and questionnaire information will be stripped of company identification to retain confidentiality
    - Presentations and survey results only be circulated to attendees / contributors
    - For online meetings we request cameras on to support engagement
    - No formal minutes will be taken (To ensure compliance with Competition Law requirements, members are invited to take minutes. A legally approved instruction is read out at each meeting to re-affirm these standards)

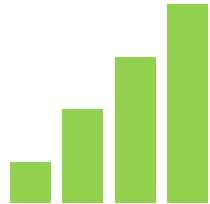


# Guidelines cont...

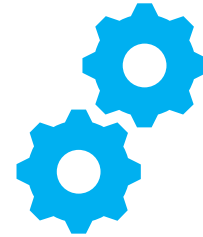
This meeting will be conducted in accordance with UK/EU competition laws. Accordingly, you are reminded that you must not discuss any information which is confidential to your company and/or which is likely to affect the commercial strategy or activities of your company. You are in the best position to judge what is, and what is not, commercially sensitive or confidential and so responsibility lies with you in the first place.

By way of example, you must not discuss, communicate or exchange any commercially sensitive information, including non-public information relating to your company's prices, marketing and advertising strategy, costs and revenues, trading terms and conditions with third parties, including purchasing strategy, terms of supply, trade programmes or distribution strategy. This applies not only to discussions during the meeting but also to informal discussions before, during and after the meeting.

# Customer Supply Group 2022



Performance Improvement



Benchmarking & Insights



Best Practice Workshops

C: +44 (0)845 6522251 E: [info@simply-sc.com](mailto:info@simply-sc.com)  
[info.simply-sc.com](http://info.simply-sc.com)