

CARTER MCNABB TO ADDRESS SERVICE INDUSTRY PROFESSIONALS

The Science of Supply Chain Optimisation to Improve Service Levels and Reduce Costs

Melbourne, 18 July 2005

Carter McNabb is to speak to members from the Association For Services Management International (AFSMI) and the Australian Institute of Management (AIM) Customer Service Special Interest Group on Monday 25 July at 5.30pm in Melbourne. The topic to be discussed is *Using the Science of Supply Chain Optimisation to Improve Service Levels and Reduce Costs*.

Industry research shows that superior supply chain performance translates directly to higher service levels, reduced costs and greater efficiency. Carter McNabb will explore opportunities to use a science based planning approach to determine the right mix of inventory to deliver targeted service levels at the lowest cost. An analytical framework for demand forecasting, inventory optimisation and replenishment planning will be provided, and opportunities to better align supply chains with customer behaviour will also be explored. Case studies with major service and repair organisations, such as the Australian Defence Forces, will be presented to members to demonstrate real world applications of these techniques.

- Ends -

About Carter McNabb

Carter is a founding partner of GRA, an expert consulting firm specialising in demand, inventory and supply chain optimisation. Since its inception in 1997, GRA has grown to a team of 30 professionals with offices in Victoria and New South Sales servicing blue chip industrials throughout Australasia. GRA's clients include Carlton & United Breweries, Super Cheap Auto, The Australian Defence Forces, Nestle Australia, QANTAS, Bonland Dairies and Mayne Pharmacy.

FURTHER INFORMATION - GRA

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FURTHER INFORMATION - AFSMI

For more information on the event
please visit www.afsmi.org.au

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