Imagine the possibilities  
Realize the potential  

Thought Leaders - Educators - Coaches - Mentors  
Lean On Us  
Practical experience  
Willing to get their hands dirty  

This is how clients describe Oliver Wight. What makes Oliver Wight different from other firms is our principals, who are seasoned professionals with real-world experience in their areas of expertise. When we work with clients, our objective is to work ourselves out of a job. We do so by making sure your people have the understanding needed to sustain the operation of the processes using best practices.  

Areas of Thought Leadership  

- Integrated Business Planning  
- Sales and Operations Planning  
- Demand Planning and Forecasting  
- Integrated Planning and Control  
- Supply Chain Management Optimization  
- Retail Sales and Operations Planning  
- Product Management  

Contact us today:  
info@oliverwight.com  
+1 (800)-258-3862  
+1 (603)-526-5800
Continuous improvement and knowledge transfer are “baked in” to the Oliver Wight methodology. Unlike other consulting firms, Oliver Wight principals work as educators, coaches, and mentors, transferring our knowledge and methods to you. The focus is not to just help your organization improve but to ensure you achieve results that last, long after we leave the scene.

The Oliver Wight approach:
• Educate first to ensure there is understanding of what needs to change and why.
• Provide detailed knowledge of best practices.
• Show how to implement or improve – in detail.
• Coach on ways to solve issues to keep business processes and management aligned.
• Mentor to build skills and competency so that improvements are sustained.
You are on the right path; the Proven Path. Everything should be connected in your world. Being competitive demands integrating and aligning long-term strategy with daily execution of order fulfillment. The Proven Path ensures success when followed step by step.

The Proven Path involves executive leadership and other levels of management in:

- Developing a vision of the future
- Designing the processes
- Aligning technology with process designs
- Implementing and sustaining the changes
The Standard for Evaluating and Achieving Business Excellence

*The Oliver Wight Class A Standard for Business Excellence* is the celebrated statement of excellence in business today. This fully updated and revised seventh edition moves away from the traditional checklist format to focus on the characteristics of business excellence and the journey to excellence expressed through a series of improvement programs know as Class A Milestones. Attaining Class A performance requires more than a single initiative, which is why these improvement milestones have proven to be the most efficient and effective guidance for attaining sustainable bottom-line results and an energized, empowered workforce that results from a completed improvement program. In it, you will find the collective practice and experience of Oliver Wight from around the world presented in benchmark characteristics, competencies, and performance requirements of a business poised to transition into the Business Maturity Map. It’s never been easier to accomplish world-class business performance.
Providing knowledge transfer to our clients

Oliver Wight business improvement specialists have written a number of books, articles, and white papers on the topics of Integrated Business Planning (Advanced Sales and Operations Planning), Demand Planning, Integrated Planning and Control, Supply Chain Management, Change Management, Product Management, Business Process Transformation Framework, and Strategic Alignment.

“Our website offers white papers, articles, customer profiles, books, numerous webcasts, and several research papers, all written by Oliver Wight principals.”
Many companies will try to sell you the benefits of automation through technology. We insist on aligning your people and processes first, then automating with technology, ensuring that you will see a return on your IT investment.

Working with your Oliver Wight team, you can use our Customer Order Fulfillment Survey (COFS) to establish a list of organizations that match the profile of your supply chain. Using your own data, you record your performance against the 128 criteria in our unique on-line assessment tool. We will conduct an evaluation of your performance relative to the global standards established by the Supply Chain Council’s SCOR model and, using the principle of delivering the perfect order, our COFS evaluates your performance for order accuracy, inventory availability, delivered in full, on time (DIFOT), customer acceptance, and accuracy of invoicing. On top of the hard data, your Performance Improvement Report (PIR) will indicate areas for improvement for the short, medium, and long term. The report will calculate your financial gains.
Diagnostic Review

During a Diagnostic Review, an Oliver Wight team of principals works with your organization to understand your strategic and competitive business priorities. Using these priorities, an assessment of your current processes and procedures is conducted. The current state is compared to best practices, as defined by *The Oliver Wight Class A Checklist for Business Excellence*; the globally recognized, comprehensive measure of excellence in business today, and a summary of your strengths and weaknesses is compiled.

Executive Briefing

An Oliver Wight Executive Briefing is an awareness-raising session for senior management detailing what the best industry practices are and their impact on the supply chain and customer service. The briefing is not a substitute for education; it is intended to help management understand why it is necessary to change their current practices and behaviors. Following the Executive Briefing, more detailed education is suggested to master a thorough understanding of what is required to improve, implement, and sustain the processes.
Sustainable Business Improvement

Own It

Knowledge Transfer

Sustainable business improvement must come from within the organization—it comes from you. Unlike other consultancy firms, we transfer to you our knowledge of how to implement best practices. We can help you develop a clear understanding of corporate strategy and objectives, priorities, and compelling business needs. We coach you to define your vision and drive change throughout the business to achieve sustainable results. Oliver Wight works with leadership, management, and important team members as they design, implement, and operate the new processes with a single, agreed-upon agenda for success. Our programs give you a competitive advantage.

We provide:

• Education
• Process design workshops
• Coaching and mentoring
An on-line, highly secure tool for business excellence

The Oliver Wight E-List is an on-line tool designed to assist you in developing and maintaining your excellence program. It comprises an integrated series of focused improvement activities that build upon prior achievements and link together seamlessly. Based on the first nine chapters of *The Oliver Wight Class A Checklist for Business Excellence*, the E-List is broken down by section, customized to your stated needs and goals, and packed with specific milestones and recognition points to keep you focused on your journey to business excellence. Created and maintained by Oliver Wight, the originators of the Class A Checklist, this hosted solution ensures that ongoing maintenance of your business processes is not burdensome and provides support to global organizations 24/7, regardless of location or time zone.
Oliver Wight’s IBP Accelerator takes the guesswork out of Integrated Business Planning data manipulation and presentation!

The IBP Accelerator (IBP-A) is a simple yet powerful tool that enables finance, product, demand, supply, and resource synchronization.

Features:

- **Speed up** your success with the IBP Accelerator from Oliver Wight. Shorten time-to-results with the preconfigured views needed to run IBP. The charts are presentation-ready, with rich graphics that communicate issues and opportunities to management.
- **Rapid implementation** in 90 days is achievable for the IBP process when supported by the Accelerator. In one week, your process will be up and running. The Accelerator can be loaded using spreadsheets from Excel, and the charts used in your first cycle. A series of facilitated design workshops shows how to tailor best practices to your specific business and leaves the Accelerator loaded with your data, ready to go.
- **Aggregate planning** in IBP-A models your company’s demand, resulting financials, inventory, supply plans, and capacity which enables incredibly fast analysis and risk evaluation.
- **Integrated Planning** means all the information is aligned – if demand goes up, then the revenue reflects that, as well as the supply volumes and asset capacity. No more disconnected planning processes - IBP-A won’t allow it! The result is more credible plans.
- **Scenarios** are created simply and rapidly to illustrate business risks and opportunities. Create multiple scenarios on the fly without impacting your other systems. The users are in control of the data, and they have a safe place to model “what-if” scenarios.
- **Ease of Installation** means this second generation Accelerator has been designed to support IBP and S&OP quickly. It is more substantive, easier to install, and more effective than ever before.
- **Best Practices** are embedded by design in this Accelerator, which Oliver Wight first brought to market 20 years ago. Because we are not a software company, we bring a practitioner’s sensibility and a focus on essential features; not bells and whistles.

Exclusively for Oliver Wight clients, the Accelerator is only available as part of an Oliver Wight engagement.
Oliver Wight has been the leader in executive education for more than 40 years. Our private courses produce results quickly because they are tailored to your individual needs. They are designed to help you overcome the common roadblocks that can delay progress. When your people understand how the new system works, they will make the changes necessary to improve performance. Consider bringing a private course to your location for issues such as preparing the next generation of leaders, staff turnover, promoting ongoing education in your organization, and educating managers who may have missed your original Oliver Wight engagement. A private education program is individually tailored by Oliver Wight instructors to meet your special needs and requirements and held at your on-site location.

The following courses can be brought in-house:

- Integrated Business Planning (Advanced S&OP)
- Demand Management
- Integrated Supply Chain Management
- Master Scheduling
- Bills of Material
- Capacity Planning

- Implementation
- Inventory Record Accuracy
- Managing the Extended Supply Chain
- Master Data Integrity
- Product Management
- Purchasing Management

Human Resource Services:

- Cultural Assessment and Change Management
- Employment Testing Services
- Leadership and Team Development
Continuous learning requires continuous education. That’s why we offer ongoing executive education that emphasizes best practice knowledge transfer at venues throughout the U.S. all year long.

Public Courses

Integrated Business Planning (Advanced S&OP) Course
Learn how to run the business using Integrated Business Planning to align plans throughout the business to the latest internal and external information ensuring one integrated set of numbers. Product, Demand, and Supply Management are reviewed, as well as Integrated Reconciliation, leading to the Management Business Review.

Demand Management Course
Learn the fundamentals of Demand Management and planning, including roles, definitions, process flows, timing, technologies, and mechanics. Instructors explain the best practices, beginning with a perspective on broad demand management techniques and success drivers and ending with how to identify gaps in your process, and what to do to close those gaps.

Demand Labs Workshop
Learn best practice principles of critical demand management techniques including interpreting the results of a statistical forecast, creating planning scenarios to perform what-if analysis to develop contingency plans, and understand key demand drivers as part of assumption management. Plan at the aggregate level, translate plans into a detailed plan, and develop performance analysis techniques to improve demand plan reliability.

Integrated Supply Chain Management Course
Learn about all the elements of supply chain management to enhance speed to market and reduce cost. Topics include Integrated Business Planning, Demand Management, Customer Driven Value Chain, Material Planning, Plant Scheduling, Distribution Resource Planning, Data Accuracy, Lean, and the key steps for implementation. Learn how to establish the appropriate levels of integration with all your supply chain partners.

Master Scheduling Course
Learn about the tools needed to ensure all processes - Integrated Business Planning, Demand Management, long-range resource planning, Rough-Cut Capacity Planning, finishing or final assembly scheduling - interact properly to effectively plan, communicate, and direct overall company activities, including marketing, sales, materials, engineering, and finance.

Product & Portfolio Management Course
Through hands-on workshops, real-world scenarios, simulations, and multimedia, course instructors will explain the best practices companies are applying today to achieve the highest level of productivity in their product portfolios. By effectively managing R&D investment using long-term planning, the right products go into the pipeline, and the necessary resources are available to successfully bring them to market.
The best people to implement your strategy and improve your business processes are usually already part of your own staff. Oliver Wight can unlock the improvement potential in your company by training your people as Oliver Wight Certified Instructors, Certified Coaches, and Certified Assessors and help you see the process through to a successful conclusion.

Oliver Wight principals have always worked closely to provide customized, hands-on classes and workshops. With the License and Certification Program, we still do exactly that. It may be right for your initiative if you have multiple business units and factories, the need to train a large number of employees across multiple regions and business units, and key people who can serve as internal educators and coaches.

For a single license fee, you receive customized courseware with student and instructor guides, policies and procedures, task lists, and work instructions. Our principals train and then certify your internal resources as instructors, coaches, and assessors. Your company will save money and time by having multiple in-house instructors, coaches, and assessors available, ultimately gaining substantial results using your own staff.
Oliver Wight
Get Inspired
The man and the inspiration

Oliver Wight (1930-1983) founded the company in 1969. A pioneer in manufacturing management, Ollie recognized the day-to-day problems companies faced. He looked to the future and found ways to improve. He had two great gifts: making complicated subjects simple and breaking down barriers between people. In the early years of the computer revolution, the role of people became misplaced, but Ollie made it his personal mission to put people back where they belong - at the center of the organization. His philosophy, “Computers are not the key to success; people are,” remains at the core of the Oliver Wight companies. In a time when information technology was coming of age and manufacturing was going global, Ollie helped many top companies improve and become stronger competitors, gaining him an international reputation, which lives on today, as a thought leader.

Simplicity is the ultimate sophistication.
At Oliver Wight, we believe sustainable business improvement can only be delivered by your own people; so, unlike other consultancy firms, we transfer our knowledge to you. Pioneers of Sales and Operations Planning and originators of the fundamentals behind supply chain planning, Oliver Wight professionals are the acknowledged industry thought leaders for Integrated Business Planning (IBP). Integrated Business Planning allows your senior executives to plan and manage the entire organization over a 24-month horizon, while Oliver Wight’s extended Supply Chain Planning and Optimization ensures your supply chain is designed and structured to deliver best-in-class customer service with minimal costs.

Using the Oliver Wight Maturity Model to pursue our globally recognized Class A standard for best practice will determine a tailored improvement journey for you to develop your organization’s processes, and reach and sustain excellent business performance. With a track record of more than 40 years of helping some of the world’s best-known organizations, Oliver Wight will help you define your company’s vision for the future and deliver performance and financial results that last.

To learn how Oliver Wight can help your company improve its business performance, call us today.