

INDUSTRY > Nutraceutical Manufacturing



VITAMIN OPERATIONAL TRANSFORMATION

THE HIGHLIGHTS

Zinata's strategic partnership with a leading nutritional supplements company addressed operational complexities through incremental change. By seamlessly integrating into the organization, Zinata facilitated the **implementation of new demand and planning software**. Key achievements include the establishment of a corporate S&OP process, enhanced forecasting capabilities, and interim tools to sustain operations during the transition.

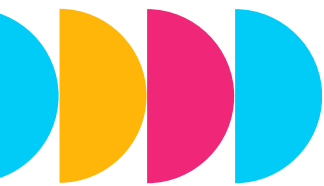
This collaboration resulted in significant improvements, with **fill rates reaching 98%, optimized inventories, and reduced material shortages**. Through ongoing training and support, permanent capability was built within the organization. The success of this project underscores the strength of the consultant-client relationship, characterized by trust and collaboration.

THE HEADLINES



98% Order Fill Rate





THE DETAILS



SITUATION

A leading nutritional supplements company faced challenges due to disparate systems and processes stemming from extensive acquisitions. **Poor customer fill rates and frequent material shortages were common** despite high inventories. Implementing new demand and planning software was imperative, but time constraints and operational chaos posed significant hurdles.

PROBLEM

- No consistency between internal supply chains
- Traditional planning processes were absent
- Crisis calls was business-as-usual

SOLUTION

Zinata immersed themselves within the company, comprehending processes and building trust. They facilitated the implementation of a **corporate S&OP process and a forecasting system**, alongside interim Excel tools all whilst maintaining daily operations. They devised a **critical path schedule** aligning technology with people and processes, offering foundational learning sessions and ongoing support. Implementation metrics tracked progress and user proficiency.

BENEFIT

- New software and processes enhanced efficiency
- Order fill rates reached 98%
- Inventories optimized
- Material shortages reduced



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