

SUCCESS STORY

# Rebalancing client/supplier relationship through demand management for a Parts Supplier

## CUSTOMER BENEFITS

**-20%**

of late deliveries

**-50%**

of dead stocks

**IMPROVED**

OTD performance

## CHALLENGES

**Leader in the aerospace market**, our client, a parts supplier, was facing a challenge related to demand management. They needed to **improve their performance** (increase OTD, reduce scrapping and reduce need for stock), despite a poor demand quality from client, while **facing an asymmetric relationship**.

## SOLUTIONS

We developed the **tools for continuous measurement of client's demand quality** and compliance to contractual conditions. Through a better and fact-based collaboration with the client, these tools lead to the **improvement of the client's demand quality and the stabilization of the supply chain**.

The solutions are powered by unique measures based on the **restored memory of the former demands**.

## KEY DELIVERABLES



### Continuous demand quality measurements

Demand quality analyses for review of compliance to contracts



### External and internal collaboration

Propose optimal need date shift and/or monetary compensation



### Fact-based performance assessment

Analysis of past demand to sort out causes for a performance gap



*"CYLAD's support enabled us to **rebalance our relationship with our main client**. Since the deployment of CYLAD's demand quality measurements, no forecast nor PO have been accepted without being scanned and stabilized"*

**Head of Supply Chain**