

transformation



Transformation is an essential part of the modern competitive business cycle, where the only constant is change and business agility is a chief competitive advantage. Business transformation successfully occurs when insights drive enterprise-wide actions through carefully planned initiatives, achieving lasting results and sustaining performance. It means evolving to meet new business objectives — now and in the future.

The key to successful change lies in making it stick. New plans, new processes and new technologies may be critical components of transformation, but the real value comes from enterprise

buy-in, from senior leadership to those at the front line. Lasting change requires commitment and effective communication of a vision that compels action across all levels of the organization. Our experience with enterprise change management provides a roadmap for achieving successful transformation, enabling our clients to avoid pitfalls and overcome challenges along the way.

Transformation does not happen overnight, or all at once. But each step an organization takes — every process improved or new technology leveraged — results in real benefits, positioning the organization to face the challenges that lie ahead.

USCG Logistics Transformation

SITUATION

Logistics communities with the U.S. Coast Guard (USCG) had developed along distinct paths, each with their own management processes and information systems, creating an inefficient situation that resulted in excess cost and presented barriers to enterprise-level decision making. d/ap was brought in to support USCG's large-scale transformation effort to develop a single, unified logistics and finance system.

APPROACH

d/ap provides long-term support to the USCG's Logistics Transformation using best practices and industry standards to combine a clear vision of future logistics with a recognition of the realities and constraints specific to the USCG. d/ap identified and currently supports four components essential to the project's success:

1. Logistics Operational Requirements & Capabilities
2. Risk Management
3. Marketing & Communications
4. Organizational Change Management

RESULTS

The USCG has identified d/ap as a key architect of its transformation and has relied on its support since the inception of the program in 2005.

Canada Post Transformation

SITUATION

Canada Post Corporation (CPC) sought specialized consulting expertise to assist with the planning and analysis phase of its operational transformation and modernization initiative. d/ap leads a world-class Postal team designed to respond to CPC's transformation needs.

APPROACH

d/ap's Postal Transformation team works with the CPC transformation team to develop a future state operating model, from customer induction to plant design to delivery. Our approach relies on the implementation of best operations practices and technological solutions, including:

- > mail sequencing to delivery points
- > address management
- > streamlined and integrated handling of large mailers
- > plant redesign
- > performance measurement
- > simplified mail preparation and induction processes
- > end-to-end visibility through CPC processes
- > cost reductions to the overall value chain

RESULTS

The anticipated outcome of the Canada Post transformation program is efficient, modernized plants with standardized processes that utilize state-of-the-art equipment, provide improved value to customers, and a working environment that is safe and ergonomically friendly for employees.