Category

Consulting

Supply Chain & Operations Improvement Consulting Playbook

Delivering operations consulting recommendations validated on the floor, not just in the data

- Practitioner
- Intermediate
- Template Included

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- 4 minute(s)

Overview

A framework for supply chain and operations consulting that validates data-driven recommendations against direct floor-level observation, since operational data frequently misses context that determines whether a recommendation will actually work.

Isn't operations data analysis sufficient for identifying

improvement opportunities? Data analysis is essential for identifying where to look, but operational data frequently misses context — workarounds, informal processes, physical constraints — that direct floor-level observation reveals and that determines whether a data-driven recommendation is actually implementable.

How much floor-time is genuinely necessary versus relying on data

and management interviews? Enough to see the actual process running, including its informal workarounds — this varies by engagement, but skipping direct observation entirely is a common and costly shortcut this playbook argues against.

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