

# CMI

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# Leadership vs. Management

- When Noah heard the weather forecast he ordered the building of the ark.
  - that was Leadership
- Then he looked around and said, "Make sure the elephants don't see what the rabbits are up to."
  - that was Management



# CMI

## Customer Managed Inventory Solutions (CMI)

- a partnership where our customers manage their truck and shop stock in conjunction with their local Johnstone team where a customer scans, orders, and receives on their own.

## Johnstone (Vendor) Managed Inventory Solutions (JMI/VMI)

- a partnership where a Johnstone resource scans, orders, and receives product for a customer.



# History

- Mobile Web Ordering
- Truck Stock Application
- Speed Issues



# The Need for CMI

- Competition
- Changing marketplace



# CMI Benefits -Johnstone

- Increase/solidfy share with your top customers
- It is very difficult for a customer to leave these programs
- Stabilize purchase timing
- Reduction in order entry errors
- Reduction of stockouts

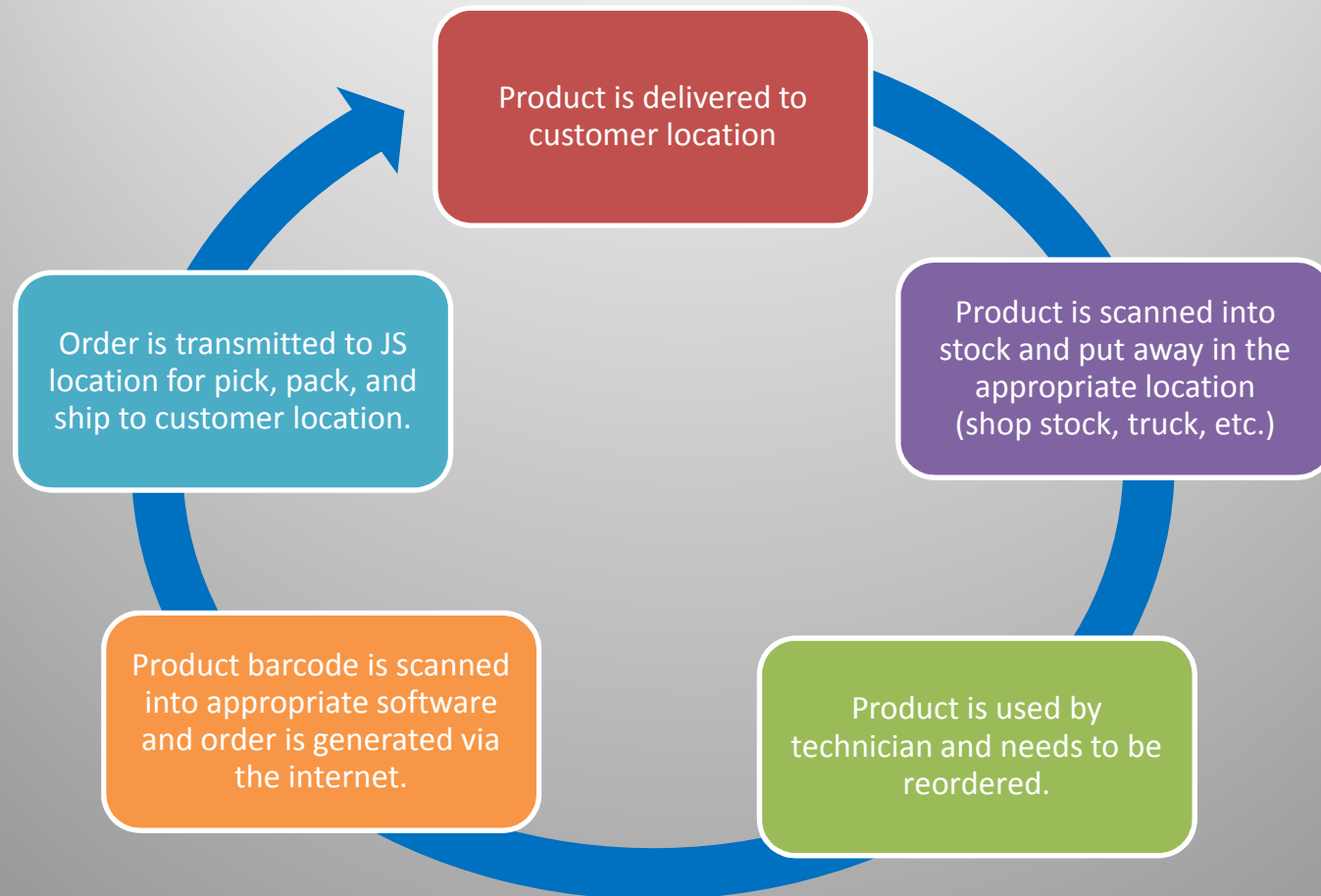


# CMI Benefits -Customer

- Standardized inventory in their shop and trucks
- Less time in COMPETITORS supply houses
- Reduced/eliminated non-essential inventory
- Reduced inventory costs per truck
- Ability to concentrate on core competencies
- Organized warehouse
- Improved first call completion rate
  - Increased profitability
  - Streamline ordering process



# CMI Work Flow





# CMI Work Flow

- Establish Customer Relationship
- Setup warehouse
- Establish manual workflow
- Introduce Technology



# Implementation

- Hardware needs
  - Scanners
  - Label Printer
- Software needs
  - M-34.38 –Print Bar Code for Quote
- Customer Needs



# DST Offerings

- [Good](#) –Web Edition
- [Better](#) –CS1504
- [Better+](#) -MC70
- [Best](#) –MC75
- Best\*
- [Tracking Report](#)



Q&A



# Evaluations

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- **AVERAGE:**Not too bright.
- **EXCEPTIONALLY WELL PREPARED:**Has committed no major blunders to date.
- **ZEALOUS ATTITUDE:**Opinionated.
- **CHARACTER ABOVE REPROACH:**Still one step ahead of the law.
- **QUICK THINKING:**Offers plausible excuses for errors.
- **TAKES PRIDE IN WORK:**Conceited.
- **STERN DISCIPLINARIAN:**A real jerk.
- **TACTFUL IN DEALING WITH ATTENDEES:**Knows when to keep mouth shut.
- **APPROACHES DIFFICULT PROBLEMS WITH LOGIC:**Finds someone else to do the job.
- **A KEEN ANALYST:**Thoroughly confused.
- **EXPRESSES SELF WELL:**Can string two sentences together.
- **CONSCIENTIOUS AND CAREFUL:**Scared.
- **METICULOUS IN ATTENTION TO DETAIL:**A nitpicker.
- **DEMONSTRATES QUALITIES OF LEADERSHIP:**Has a loud voice.
- **JUDGEMENT IS USUALLY SOUND:**Lucky.
- **MAINTAINS PROFESSIONAL ATTITUDE:**A snob.
- **KEEN SENSE OF HUMOR:**Knows lots of dirty jokes.
- **STRONG ADHERENCE TO PRINCIPLES:**Stubborn.
- **SLIGHTLY BELOW AVERAGE:**Stupid.
- **HARD WORKER:**Usually does it the hard way.
- **ENJOYED CLASS:**Better than root canal.
- **WELL ORGANIZED:**Does too much busywork.
- **COMPETENT:**Is still able to get work done if supervisor helps.
- **USES TIME EFFECTIVELY:** Clock watcher.
- **VERY CREATIVE:** Finds 22 reasons to do anything except original work.
- **USES RESOURCES WELL:** Delegates everything.

## Crash Course in Management Speak

Says:	Means:
That's very interesting.	I disagree.
I don't disagree.	I disagree.
I don't totally disagree with you.	You may be right, but I don't care.
You have to show some flexibility.	You have to do it whether you want to or not.
We have an opportunity.	You have a problem.
You obviously put a lot of work into this.	This is awful.
In a perfect world.	Just get it working and get it out the door.
Help me to understand.	I don't know what you're talking about, and I don't think you do either.
You just don't understand our business.	We don't understand our business.
You need to see the big picture.	My boss thinks it's a good idea.
My mind is made up. I am adamant on the subject. There is no room for discussion. But if you do want to discuss it further, my door is always open.	F%^\$ you.
I appreciate your contribution.	F%^\$ you.
We're going to follow a strict methodology here.	We're going to do it my way.
I didn't understand the e-mail you said you sent. Can you give me a quick summary?	I still can't figure out how to start the e-mail program.
Cost of ownership is a significant issue.	We want all of the benefits and none of the costs.
We have to leverage our resources.	You're working weekends.
Individual contributor.	Employee who does real work.
Your project is on hold.	We've put a bullet in it.
Wrong answer.	You didn't tell me what I wanted to hear.
You needed to be more proactive.	You should have protected me from myself.
I'd like your buy-in on this.	I want someone else to blame when this thing bombs.
We want you to be the executive champion of this project.	I want to be able to blame you for my mistakes.
We need to syndicate this decision.	We need to spread the blame if it backfires.
We have to put on our marketing hats.	We have to put ethics aside.
It's not possible. It's impractical. It won't work.	I don't know how to do it.