

**Case Report**

**Background   
Hard data**

* **Name of company:** NB Gardens
* **Location:** North West England
* **Products sold:** Garden Gnomes, Gnome accessories and garden ornaments
* **Net income:** £100,000,000
* **# of employees:** 600 in dis centre + call centre + head office
* **Employee breakdown:** 100 sales reps (2k orders per day)
* **Order breakdown:** Within 15 min, average value of £200

**Current aim**

* To provide a more accurate, pleasant, timely and satisfying experience for each of our customers.
* To place tight controls on the key information flows within our business processes.

**Stated Issue**

* A new call centre was integrated in a short time frame and "this has resulted in problems integrating the call centre into the NB Gardens infrastructure and processes" that has caused conflict between stakeholders this issue.
* Changing market tastes (cutting quality for cost) of customers.
* Complains about the IMS (inventory management system) implemented by the previous consultants.

**03/09/2019**

**Action**

Dossier received and case report begun. Interview arranged for 04/09/2019 at 2:00pm.

**Perceived Issues**

* The IMS is a predominately manual input stock management system that unlike other more successful companies i.e. Amazon Logistics.

**Current Proposed Solutions**

**04/09/2019**

**Action**

Interview started at 2:05pm and concluded at 2:18pm. Client’s feedback taken in and implemented into proposed solution and any new issues are integrated into the case report. A presentation is arranged for 06/09/2019 (the time has not yet been specified).

**Perceived Issues**

**Current Proposed Solutions**