



Consultancy and Support Services for Enterprises to Construct a “Return to Origin” Business Management Module

Applicant data



Publishable Name of Applicant: :

Company: Chinese Distribution Development Research Association (Taiwan Distribution Consultant-mix Group)

Contact person: Herr consultant consultant Bang-ming Chen

No of employees: 1 - 10, No of freelancers: keine

Annual Revenue: keine Angabe

Description:

This will be combined with industrial and commercial groups and individuals to promote industrial and commercial enterprises to jointly study the flow of management capacity, developing an international distribution system, information technology, industrial and commercial enterprises to improve the operating structure, strengthen competitiveness, promote social prosperity and for the purpose.

Project leader

Name: consultant Mon-See Lee

Function:

Further project leaders: Since 1999, the LMS Consultancy Group, headed by Mr. Lee, Mon-See, has been providing consultancy services to nearly 100 chain-store pharmacies and their management teams around the country. Services rendered by the team include overseas business tours, case studies, classroom studies, etc. Reading clubs were also organized to encourage sharing and self-improvement among the participants.

Customer Data

Company: Taiwan Distribution Consultant-mix Group

Contact person: Herr Rong-Mao Gong

No of employees: keine, No of freelancers: keine

Annual Revenue: keine Angabe

Description:

To keep channels of good social responsibility, the establishment of the procurement committee, the new Takahashi submitted via the procurement of goods committee members by purchasing scale strictly professional, keep promise to consumers, the introduction of suitable products.

Project started

When did your project start?

09.01.1990

Project completed

The project must have been completed until March 25, 2011

01.01.2011

Short description of your project

Briefly describe the submitted project, as you would do in a press release. (Please include important aspects as the content and benefits of your project). Only this text is used for publication. All the other information on this form is not. Only the jury has access to the rest of the application.

The systems developed by the LMS Consulting Group, respectively focusing on the specification-based quantitative production and the customization-based qualitative production, provide specific and feasible strategic solutions. Basically, the systems are designed to achieve a positive interaction between “people and work” by adhering to the following principles and philosophies:

- (1)Heaven: Construction/technological integration of the professional system.
- (2)Earth: Construction of a digitalized operating system through ICT technology.
- (3)People: Facilitation of employee training, business diagnosis and coaching.

Description of project

Please describe your project in more details including the following information: initial situation, set target, problem, strategy, implementation, effects, results.

The specification-based system for quantitative production contains the following three functionalities:

- (1) Performance Evaluation on HR Productivity (Table A)
- (2) Performance Evaluation by Business Functions (Table B)
- (3) Overall Profitability Evaluation (Table C)

When providing coaching services to enterprises, the LMS Consultancy Group has adopted the "Return to Origin" principle for business management, based on the teachings of the Yijing. The approach highlights the importance of interaction between people and works. Also, the team has flexibly applied the financial information derived from the financial statements and the management data relating to the internal operations. Based on the evaluation data of each individual categorization (e.g., by business area, branches, shops, sections, displaying shelves, products, customers, operational types or sales staff, etc.),

The specification-based system for quantitative production contains the following three functionalities:

- (1) Performance Evaluation on HR Productivity (Table A): The sales income and expense control of a company are examined by analyzing the labor productivity, labor distribution and contribution margin ratio. Improvement recommendations are provided based on the cross analysis and comparison on HR labor supply.
- (2) Performance Evaluation by Business Functions (Table B): Product and sales performance of the company are examined by analyzing the number of customers (transaction counterparties), transaction price by counterparty, gross profit ratio and merchandize turnover rate. Improvement recommendations are provided based on the cross analysis and comparison on the number of customers, transaction price by counterparty, gross profit ratio and merchandize turnover rate.
- (3) Overall Profitability Evaluation (Table C): We support enterprises to pursue the three-high's (high sales volume, gross profit ratio and contribution margin) and the three-low's (low inventory, low total expenses and low breakeven point). Improvement recommendations are provided through the cross analysis/comparison on the three-high's and three-low's.

Increase in efficiency and productivity

How much increase in efficiency and productivity could your customer achieve due to your project?

- (1) Assisting with the construction of supporting systems; facilitation of training programs.
- (2) Providing advices relating to the performance/profitability management and system adjustments/upgrades.
- (3) Guidance on the digitalization of supporting systems and the application of cloud computing technologies.

Organizational improvements

Which organizational improvements could your customer achieve due to your project?

We are familiar with the old saying that "People create work; work is done by people." The challenge of an organization is to "find the right people for the right job." The systems developed by the LMS Consulting Group, respectively focusing on the specification-based quantitative production and the customization-based qualitative production, provide specific and feasible strategic solutions.

Qualification of employees/know-how build up

Which effect did the project have concerning the qualification of the staff of your customer?

Mr. Lee Mon-See, leader of the LMS Consulting Group, has accumulated 30 years of experience as a consultant. Two LMS consultants, Mr. Lee Chi-Hua and Chen Bangming, are responsible for the development of training programs and business diagnosis/coaching schemes for pharmaceutical chain stores. LMS consultant Mr. Yang Chia-Jung has developed the "Spiritual Performance Profit-Making System".

Jobs secured, created

Please answer this question with a special focus on the customer's side.

The spirit of the "Three Yi's" can be applied by incorporating the philosophy of Lao-Tze in his Dao-De Jing:

1. Men follow Earth; Earth follows Heaven; Heaven follows Dao; Dao follows Nature.
2. Dao gives birth to One; One gives birth to Two; Two gives birth to Three; and Three gives birth to everything.
3. The "Three Powers" –Heaven, Earth and Man, i.e., the Doctrine of the Mean.

Social responsibility and long-term effects in economy and society

Are there further sustainable and long term effects above the primary goals?

It has been realized in the above process that the development of the logistics industry is closely linked with the daily activities of people.

- (1) Customer Demand (Healthy, beautiful and safe life)
- (2) Corporate Goals (Business Performance/Profitability)
- (3) Social Responsibilities (Assist to build up a secured, peaceful and wealthy society)

Increase in revenue/profit

How much increase in profit or revenue could your customer achieve due to your project? (Please include time frame of achievement.)

The specification-based system for quantitative production contains:

- (1) Performance Evaluation on HR Productivity.
- (2) Performance Evaluation by Business Functions.
- (3) Overall Profitability Evaluation.

This is a customization-based system for qualitative production:

- (1) Analysis on the Profit-Making Formulae.
- (3) The Door Deity Individualized System for Performance Analysis.

Improvements in innovative strengths

Which other results could be achieved for your customer?

The LMS reports enable the users to obtain an understanding about the interactions among the 3M's:

- (1) Management: labor productivity, labor distribution ratio, breakeven point

(2)Marketing: Sales Amount = Number of Customers x Unit Price per Customer Transaction

(3)Merchandising: Sales Amount, Sales Composition Ratio, Gross Profit Amount, Gross Profit Ratio, Inventory Amount, Turnover Rate.

Innovation in methods, process and solution

Describe the quality of your consulting methods and of the solutions of your project regarding this aspect.

(1)Quantitative Performance Analysis Model:

- 1.Contribution Margin Ratio.
- 2.Labor Productivity.
- 3.Labor Distribution Ratio.

(2)Quantitative Performance Analysis Model:

- 1.Sales Amount.
- 2.Number of Customers.
- 3.Unit price per customer transaction.

(3)Quantitative Performance Analysis Model:

- 1.Quantitative Support Ratio.
- 2.Qualitative Support Ratio.
- 3.Time Support Ratio.

Satisfaction/Acceptance

To which extent is the project and its outcomes accepted by the customer?

Instead of knowing only the terminology on its face, all employees, including the department heads and entry-level employees, are required to understand the implications of all these figures and effectively apply them in operations. This is the core value of the LMS Consultancy Group when delivering coaching services. We emphasize the value of applying these techniques in business management.

Customer value compared to competitors

Why does your solution exactly meet the needs of your customer?

These guidelines enable us to achieve the purposes of "Impartation of Expertise", the transfer of management expertise from the consulting group to the enterprises.

- (1)Fulfillment of the Management Concept of "Return to Origin":
- (2)"The Simple Rule among the Complicated" – Activation the Management Theories.
- (3)Insights on the Management Rule of "The Unchangeable among the Changeable".

Opening up new markets

Could the project open up new markets, channels of distribution, and reach new target groups for your customer? Which? The LMS Consultancy Group has further divided the organizations into smaller units and proposed a SBU-based, Business Coaching Model. In terms of the technical instruments and management terminologies, we also endeavor to pick up those which are widely and permanently applicable. These are the values highlighted by the LMS Consultancy Team for application in business management.

Potential for exports

Which prospects for your project on the international market do you see? Are there specific results already?

It provides a practical and valuable performance evaluation system for business diagnosis/consultancy and performance measurement. The development in the Asia Pacific area has been a widely concerned issue in the world for the 21st century. The economic development of the Chinese speaking regions is of particular interest to all countries.

Evaluation of timeliness and speed

Have you completed your project? Did you meet your schedule?

Unlike the methodologies used for academic research, these counting/analysis methodologies are simple, easily understandable and acceptable. In the process of problem solving, the user simply needs to input relevant variables on the X or Y axis and check the outcome on the coordinate plane. The approach not only enables immediate identification of the problem, but also helps developing solutions.

Sustainability

Were there for example follow-up projects?

- (1)Short Term: The development and transfer of LMS professional technologies to the Chinese-speaking areas in Asia Pacific.
- (2)Mid Term: The development and transfer of LMS professional technologies to all Chinese-speaking areas in the world.
- (3)Long Term: The development and transfer of LMS professional technologies to the non-Chinese-speaking areas in the world.

International and national awards

Did you already receive any awards for the project? Which?

No. Through the interactions with the pharmaceutical/cosmetics industry, the consulting group has the chance to further understand the competitive and complicated industrial environment faced by business owners in a maturing and aging society.

Documentation of the project

How did you document your project? (Preparation, comprehensibility, use by persons involved, distribution)

Lee Mon-see, Realizing Career Perspectives, published by the Taiwan Distribution Consultant-mix Group, 2001.

Lee Mon-see, Tactful Application of Project Management Skills to Further Improve Performance Management, published by the Taiwan Distribution Consultant-mix Group, 200.

Shoichi Suzuki, The Revolution of "Per Customer Transaction" by Funai Consulting Co., Ltd., Asuka Publishing Inc.,1995.

Duration of project/costs

Duration of project in man-days and/or costs in EURO.

(1)Construction of supporting systems & training project:(1999 – 2003)

Cost: 1person × 6hrs/week × 52week × 5/year

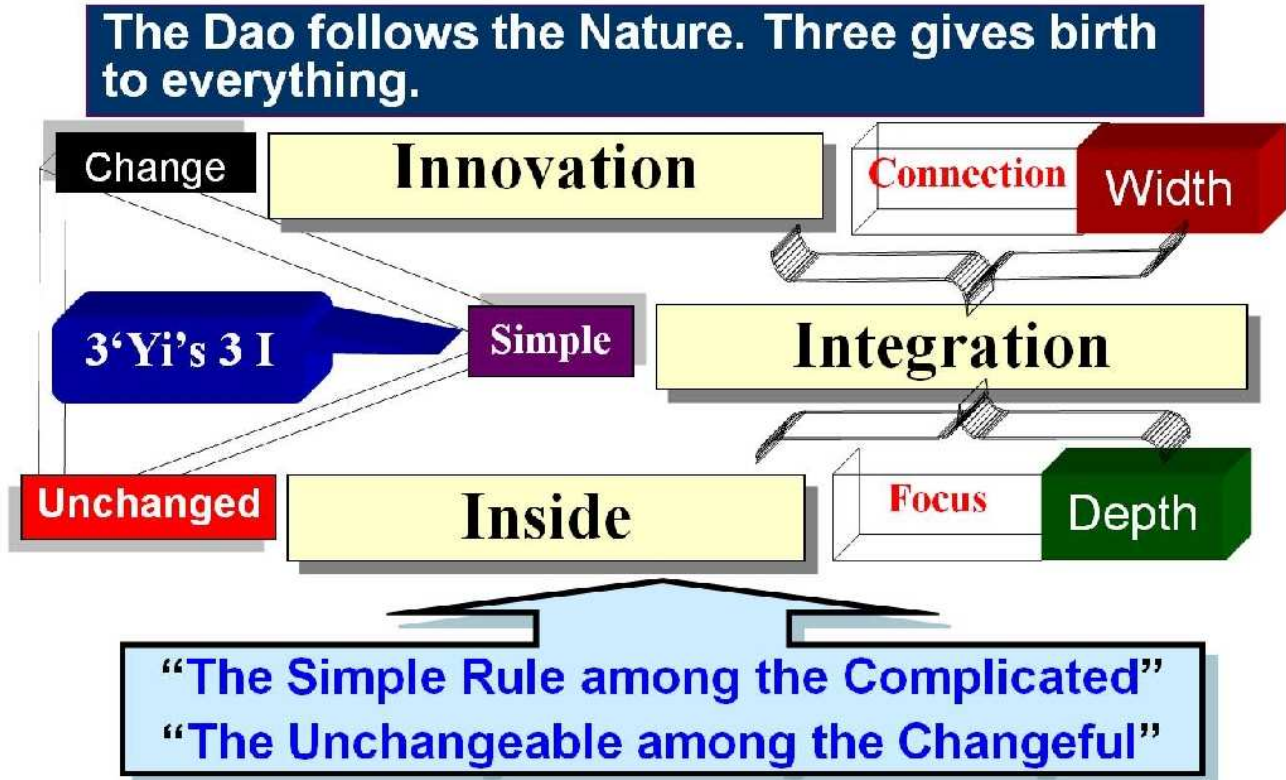
(2)Consultant and system adjustments/upgrades project:(2003-2011)

Cost: 2 persons × 6hrs/week × 52week × 8/year

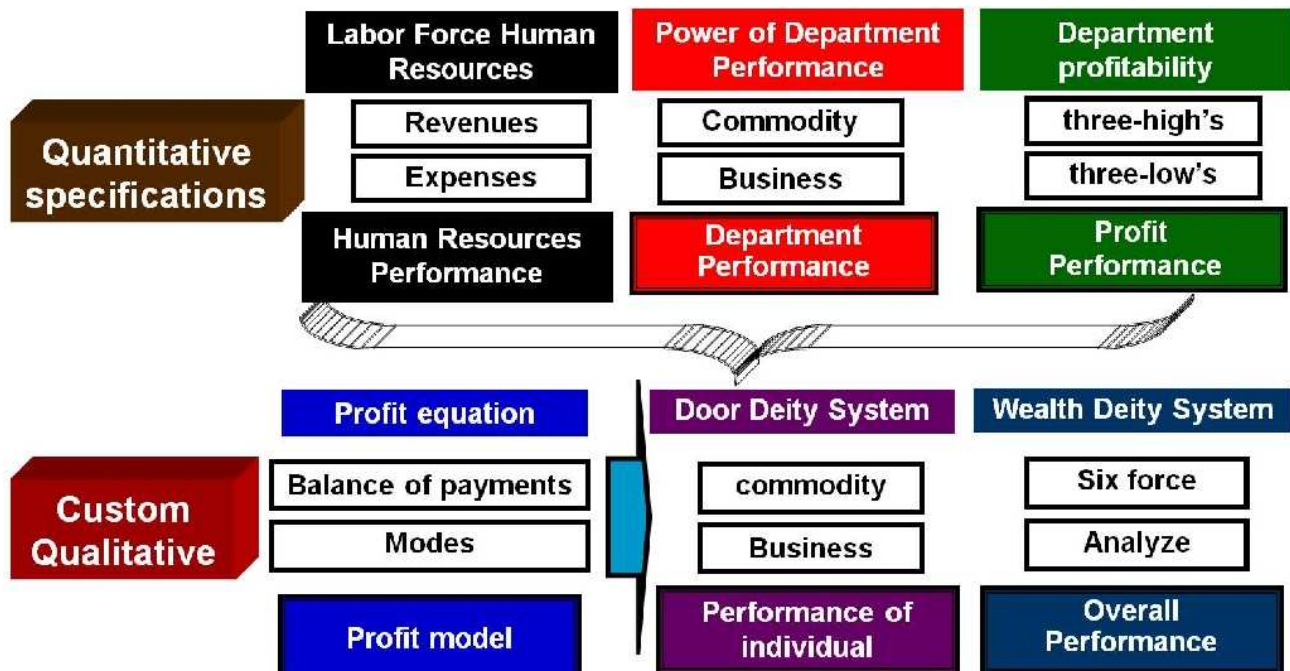
(3)Digitalization of supporting systems and the application of cloud computing technologies. project:(2007-2011)

Cost: 3 persons × 6hrs/week × 52week × 4/year

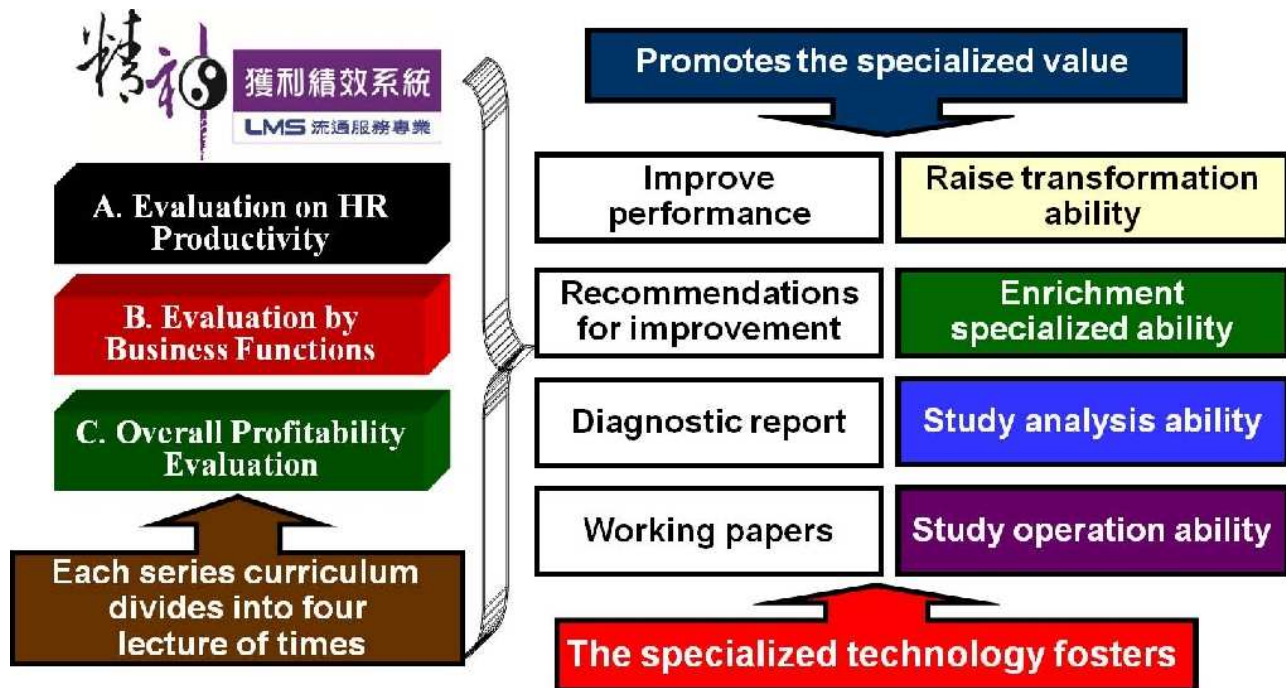
Pictures



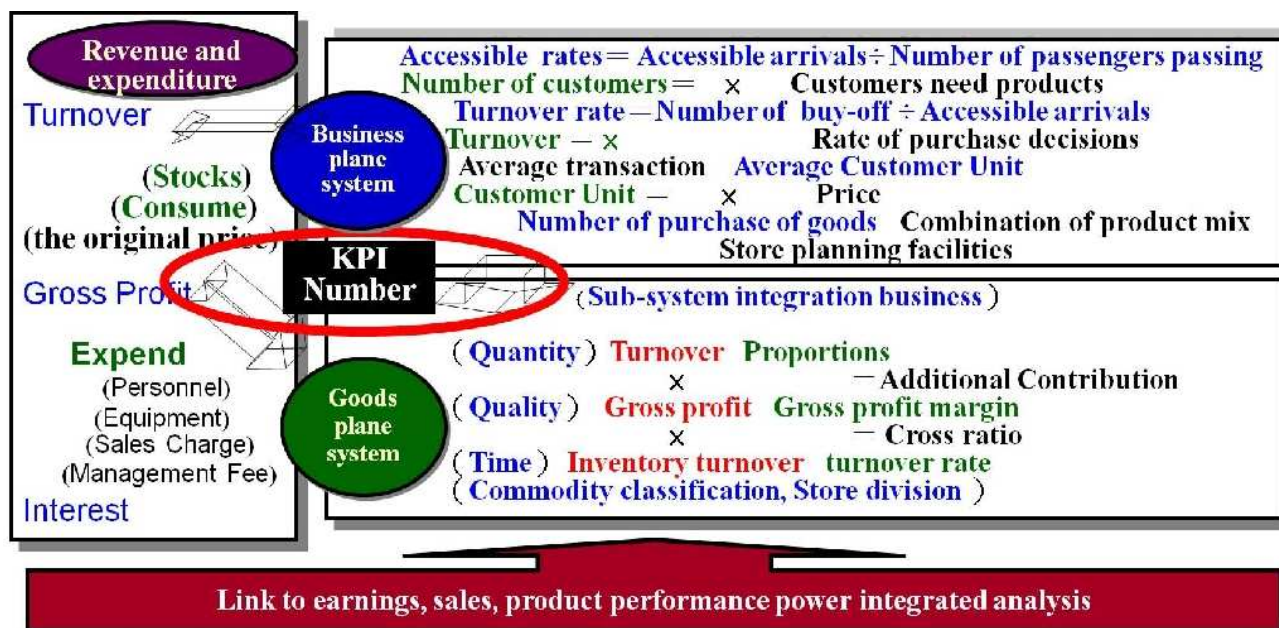
Graph 3 The Correlation among the LMS “3 Yi's and 3I” and “Heaven, Earth and Human Beings”.



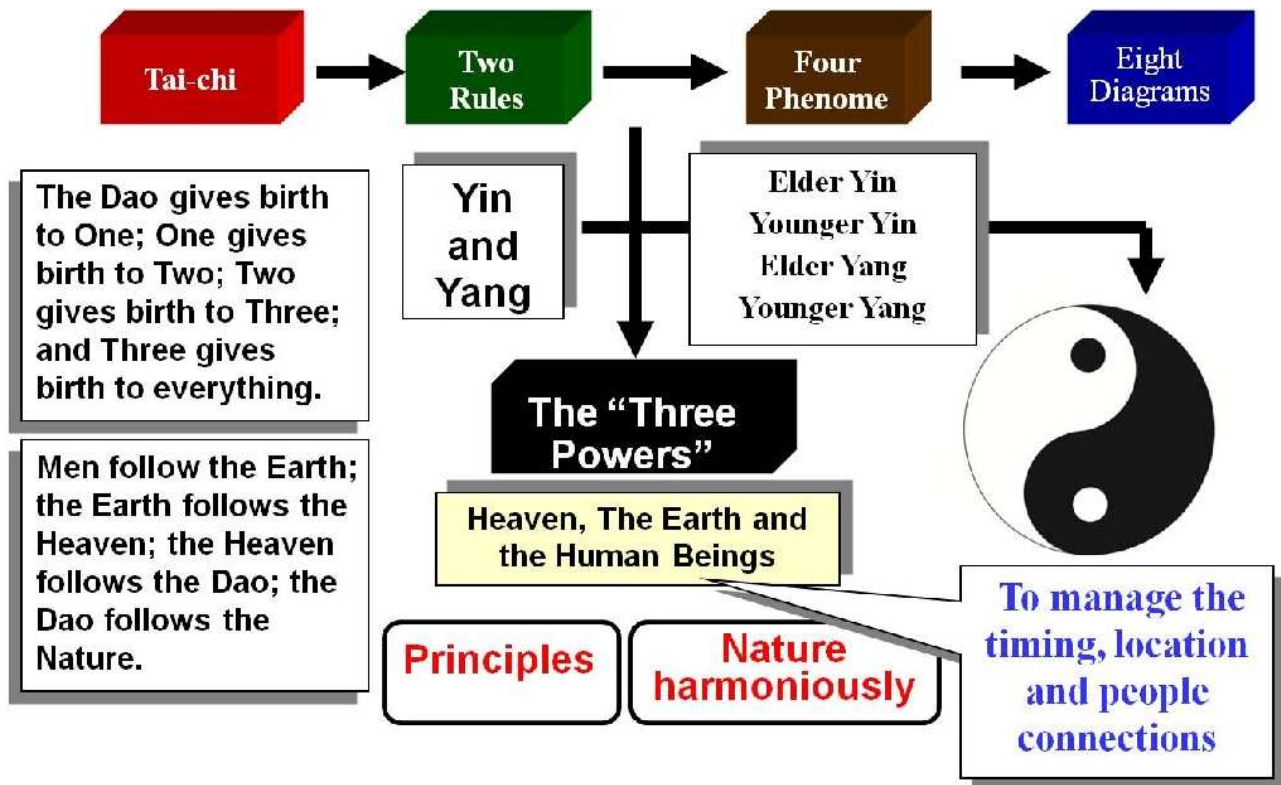
Graph 1: Structure of the LMS Diagnosis/Coaching Instrument




Graph 4 Spiritual Performance Profit-Making System



Graph 5 Application of the Counting/Analysis System in Business Management



Graph 2 Basic Application of the Yijing Philosophy in Business Management

 [Print project\(s\)](#)

CONSTANTINUS Club | Wiedner Hauptstraße 57/II 2 | 1040 Wien | Tel. 05 90900 3792 | office@constantinus-international.com