

A Case Study in Results-Oriented People Development – Auto Supply Company, Inc.

The Challenge: Auto Supply Company, Inc., is a 50-year-old company with wholesale auto parts locations in North Carolina and Virginia. Business was fine, but the owner, Charlie Key, knew that the company wasn't as profitable as it could be. For the long-term health of the company, he knew he needed to do something about it. He and the rest of the management team believed that some of the less-profitable locations could be improved and that the entire management team had unrealized potential. But they were struggling with:

- Managing growth and profitability
- Improving productivity
- Making operational improvements
- Improving communication and effectiveness in management

The Plan: Mr. Key had been exposed to people development training, and felt that he would best realize a return on development investment for his people through the results-based processes offered by The Lattitude Group. TLG worked with the management and staff of Auto Supply in a four-month people development program that included individual and group coaching, as well as the following goal-oriented application projects:

- Increasing sales with existing customers by 8%
- Increasing order fill rates and warehouse efficiencies
- Reducing warehouse errors

The Results: According to Charlie, at the end of the first development and coaching program: "We just had two of the best months that we've ever had in the history of this company, and The Lattitude Group has been instrumental in that." Documented results include:

- Successful roll-out of a company-wide pay-for-performance program
- A 2x measured increase in warehouse fulfillment productivity
- Sales and profitability increases
- Improved morale and productivity
- Implementation of new tools and processes for upselling and selling of related products to improve customer service, increase sales and save money

The process that Auto Supply Company followed is one that can be customized based on the needs of each individual, group and type of business. Contact The Lattitude Group today to find out how your business can attain the results it needs through a results-oriented people development process.

"We just had two of the best months that we've ever had in the history of this company, and The Lattitude Group has been instrumental in that."