



## Case Study:- Head Supply Chain Manager

**Client:-**A fortune 500 company needed a head for global supply chain

**The client** - A fortune 500 company in the IT/ITES sector needed a head for their global supply chain process with a team of over 100 members. This was one requirement for which we had to live up to GO's 'Never say No' philosophy.

**The Need & The Challenges** - It was a very unique and demanding mandate. The client wanted a candidate who should have worked with the shared services domain having a grip on remotely handling a global supply chain function working in a Global time frame.

The candidate should have also experience in global costing and scheduling. Product methodology was something else he had to be an expert in along with global procurement and the Just in Time, Kan Ban concepts.

The Supply Chain outsourcing was very new in the country. A few handful of companies were trying there bit and only were working or exploring pilot projects at that time.

**The Process and The Solution** - Our dedicated GO team first meticulously studied the market to understand this need. We then suggested to the client to look at profiles who had strong domain knowledge and flair for man management. This meant that we could not look at the ITES or IT segment at all. We had to look for this person in an entirely different market - The Manufacturing segment in MNC environment!

This was very critical as it was an absolute must that the individual had to possess strong cross cultural awareness, excellent international negotiation experiences coupled with outstanding domain knowledge. The client was in concurrence with GO and the search started.



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We adopted a very market centric mapping and sourcing approach. We first identified a list of large multinationals in India with large manufacturing facilities. The companies and units which were identified also had to have an export market along with large import component. With this the SCM Expert working in the organization would have complete experience in the domain.

Once the companies were identified we started the identification process. We identified key individuals in these conglomerates who were heading the supply chain function.

The interest levels of the individuals were sought in the Global Role with the client. Detailed discussions were held and explained the role and scope of work which was very different from their current role. We made them understand the whole Outsourcing business and process.

We also aligned their thought process with the company expectations. After talking to many candidates a few individuals were identified who could match the role, culture and pressure.

The client closed the mandate with one of these individuals.