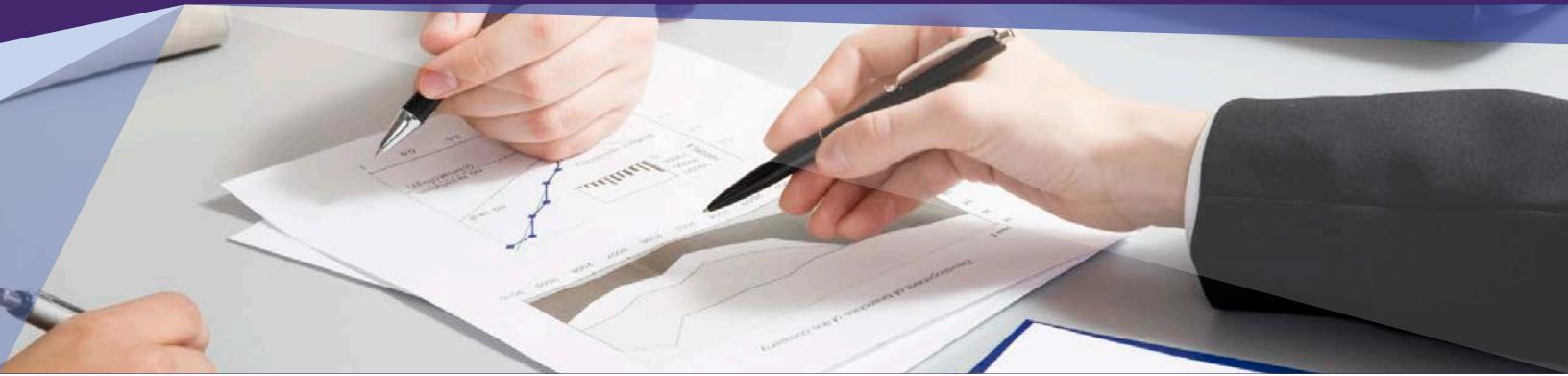


## LOGISTICS PERFORMANCE PLUS



Improved service, reduced costs, and enhanced performance are among the goals of all distribution center operations. Traditional approaches have focused on investments in strategic planning, engineering, and work process solutions. To maximize the effectiveness of such solutions and produce sustainable results another step is required. Solutions must be integrated and focused on optimal worker performance. Marsh Risk Consulting's (MRC) Logistics Performance Plus (LPP) process provides distribution center managers and supervisors with the skills and tools required to develop business improvement strategies by identifying and measuring critical behaviors that affect performance at all levels in the organization. Implementation of these measurement-based performance strategies can help distribution centers to meet their workforce, management, and corporate objectives.

### IS YOUR ORGANIZATION READY FOR THE NEXT STEP?

Ask yourself the following questions:

- Is your company satisfied with its current level of business performance?
- Does your company have a positive organizational culture that aligns effort toward common goals?

#### **Who it's for**

Any warehousing or distribution organization that:

- wants to improve and sustain performance with respect to key performance indicators
- believes that managing specific behaviors is critical to improvement
- wants to align objectives of the corporation, managers, supervisors, and front-line workers with measurable links

#### **What you get**

- Behavior management skills to produce lasting improvement in business outcomes and individual performance
- A method and tools for measuring business results and the behaviors that support them
- A systematic, data-oriented approach to providing daily indicators of performance in relation to goals

- Do employees at all levels of your organization understand how their day-to-day actions impact organizational performance?
- Does your company have a clear plan and proven process to take the next step toward continuous and lasting improvements in business performance?

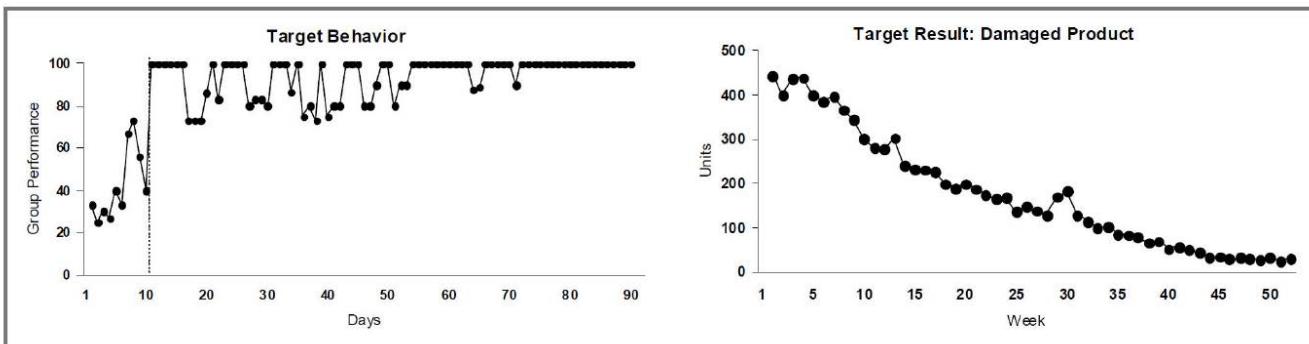
## HOW MRC CAN HELP

LPP complements traditional performance management approaches by linking business results and the critical behaviors that support them. It is a proven, systematic approach that identifies and aligns corporate strategy, site objectives, department results, and critical behaviors important for success. It introduces changes that support the critical behaviors, provides a proactive measurement system, and incorporates program monitoring to ensure ongoing effectiveness. It equips supervisors with the skills to influence the behavior of others, measure the effects, and sustain improvements.

## LPP GETS RESULTS

The LPP process provides a positive approach to increasing the frequency of targeted behaviors that supports lasting change in business outcomes. The graphs below illustrate the relation between behavior change and results that can be obtained.

### MEASURABLE CHANGES IN BEHAVIOR PRODUCE . . . MEASURABLE IMPROVEMENTS IN RESULTS.



For more information about Logistics Performance Plus and other Marsh Risk Consulting solutions, visit [marshriskconsulting.com](http://marshriskconsulting.com), or contact your local MRC or Marsh representative. You can contact one of our experts directly as follows:

Phone: 866 9AtRisk (928-7475), toll-free in the United States and Canada, or +1 212 345-9589 elsewhere  
Email: [at.risk@marsh.com](mailto:at.risk@marsh.com)

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The LPP process implementation has the following components:

- **Assessment**—Focuses on information gathering, readiness evaluation, planning, process design, and identification of critical paths for success.
- **Training**—Supervisors are trained to understand behavioral approaches to performance improvement and to manage the observation and measurement system. Managers learn basic principles of behavior and are trained to provide the support necessary to sustain the initiative. All other employees affected by the LPP process receive general overviews to understand their role in the process.
- **Implementation Support and Follow-up Consulting**—MRC consultants ensure that critical features of the process are preserved and address potential obstacles to success.