

# Case Study

## SIG Distribution – T1 Target Operating Model Development

### Background

SIG is a leading European supplier of building and specialist construction materials. A £2.7bn company, SIG plays a critical role in the construction industry supply chain, ensuring that customers receive the right product in the right place at the right time.

### Challenge

SIG had recently opened their largest ‘hub’ warehouse, with a turnover of £60m and the result of consolidating 6 legacy branches. However, the operation lacked business processes and systems to operate effectively.

### Solution

Libra Change were engaged over a 3-month period to address the legacy shortfalls in the original commissioning of the site. A previous operating model had been installed without engagement of the local management team and had subsequently failed.

The team designed the ‘T1 Way’ operating model that ensured all revised processes and systems developments were clearly documented and a daily-weekly communications process was implemented. By fully engaging the site team, commitment and accountability to a more effective way of working was achieved.

“Throughout Libra acted in a pragmatic, hands on fashion and communicated in a language that all stakeholders understood and bought into”

Robert Colver, Regional Director (North) – SIG Distribution



### Results

25%

Inventory reduced by 25%

>  
25%

Cost to serve reduced by >25%

>  
33%

Shortages reduced by 33%



Sales communications meetings implanted and record sales achieved