

CX, Risk Management and Supply Chain



What is CX – customer experience?

- CX refers to customer experience
- The practice of making sure that our customers are satisfied, happy, well served
- Covers external customers and internal enterprise customers (within org)
- Improves teamwork, trust, encourages openness and rich collaboration across supply chain, risk management teams
- Verity EE Software helps w/ CX & SCRM (supply chain risk management)



What is supply chain risk management?

- Makes sure that all aspects of supply chain operation run smoothly
- Assure availability (Are we stocked up, able to meet demand?)
- Assure risk management via inspections (Are components well maintained and working properly. Are we accurate?)
- Is the team working together to service, maintain and inspect the supply chain? Momentum and morale?
- Information security via access management, part of the mix, SailPoint IAM good example, are we providing required access accordingly?
- Assure fiscal responsibility, measure to assure lighter weight, integrating with your ERP (SAP, Oracle, Microsoft, etc), avoid waste



How do CX and SCRM mix?

- A direct relationship
- Improves overall service excellence
- Improved SCRM levels means improved CX
- Contact us to gain access to Verity EE Software and our expertise!
- www.nowellgroup.com
- Omon.edeki@nowellgroup.com , 1-713-496-2366

“Though they stumble, they will never fall, for the LORD holds them by the hand” Psalm 37:24

