



Projects become increasingly complex; a clear strategy must be defined. Based on this our PUM experts provide advice on how to improve your internal processes, procurement, strategic stock planning and warehousing, how to expand your supply chain services (product/market combinations) and thus how to improve your profitability. The experts facilitate the realisation of strategy by assisting with structured and integrated implementation, from raw materials to the delivery of finished goods to the customer.



## Operations

**Our experts have extensive experience as CEO, company owner or supply chain expert in both production, retail and wholesale trade. They are experienced in strategy formulation, implementation, and operations.**

The Operations Sector is part of the group Strategy and Business Planning. We cooperate together with Management Consultancy, Marketing consultancy, and Finance.

The Netherlands, known as a logistics hub, has built deep expertise in supply chain management and quality control. Where customer demand and partners in the value chain are leading.

Your ambition, as an entrepreneur, is to increase profitability. To make your company grow, it starts with the formulation of a strategic plan. For example, by developing new markets, new products and services or optimising the organisation in a cost-efficient way.

Our PUM experts assist you in realising your plans by focusing on the operations. In other words, we make it happen.

The execution of the strategy will affect the operations. These changes will have to be managed well both financially and organisationally. The success of a strategy depends on the implementation meaning, the procedures, the processes and the team have to be ready.

PUM experts understand the formulation of strategies and how to translate these in a way that the goals will be achieved. They are experienced project managers and know the importance of the relationship with suppliers (procurement). The experts can advise on improving logistical processes, strategic stock planning, warehouse optimisation, and expanding supply chain services through product-market combinations. All aimed at improving business efficiency and profitability.



### Joel Cunningham

Head of Operations at Hamara

"Our collaboration with PUM over the past 6 years, particularly with PUM expert Simon on his latest visit, has been immensely valuable. Simon's expertise in leadership, strategic development, and retail operations has transformed our company. As a result of the collaboration with him, we have achieved remarkable growth, increasing our monthly sales."



## Areas of expertise

### Business/Growth Planning

This is the first step in turning strategic thinking into practical implementation plans made up of activities, deadlines and accountabilities. Once the plan is agreed, we will continue to support the client through to realisation

### Project management

We have skills and experience to manage large/complex projects. We know how to deliver the targeted goals on time. Our plans sequence activities to determine the critical path and we work within the constraints of deadlines and limited resources (people and money).

### Ecosystems Management

Align multiple, collaborative stakeholders. Understand the disciplines required to achieve tangible results and have the soft skills and independence to clarify accountabilities. We can be conductors in the orchestra.

### Operations Support

Process design from concept through to implementation.  
Reduce cost, improve output, add value

### Procurement & supply chain

Covering end-to-end flow of materials, ensuring efficiency and balance between cost and service. Purchasing: collective procurement, sustainable sourcing. Value Chain perspective.

### Organisational development

Assessment of structure, task division, responsibilities, and internal communication (e.g. meeting structure, bilaterals).

### Logistics

Warehousing and transportation, warehouse layout, cold chain, bulk to parcels.

### Customer service

Understand the wishes of the customer and be their voice in the company.

### Business partnerships in the value chain

Optimise the margins by strong relations with partners in the value chain, focused on customer orientation and operational excellence.

**Professional people for positive impact**

PUM collaborates with businesses and organisations to grow sustainably and build a brighter future for their community. Check [PUM.nl](https://www.pum.nl) for more information and criteria, and apply for advice.