TIPS FOR MANAGING CRISIS AND DISRUPTION

As we mark the 10th anniversary of the February earthquake in Canterbury, NZ we share ten key lessons we have learnt through our years of research and working with organisations to build their resilience. Our tips also draw on the data we have gathered from thousands of businesses impacted by the Canterbury earthquakes, by COVID-19, and other national and international disruptive events.

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Resilient ORGANISATIONS

NO ORGANISATION IS AN ISLAND

**No man is an island, entire of itself;
every man is a piece of the continent,
a part of the main.**

John Donne

A disruption in your supply or logistics chain can severely disrupt your business's ability to meet your customer's needs.

Following the Canterbury earthquakes organisations whose suppliers were disrupted experienced significant loss of productivity regardless of what other impacts the organisation was dealing with.

Build supply chain resilience before a disruption

- Select suppliers with good track records.
- Build trusting reciprocal relationships with your suppliers.
- Diversify your portfolio of suppliers - both in terms of organisational diversity and geographic diversity.

Keep your communication channels open

Regular open communication with suppliers and a willingness to be flexible on both sides of a supply relationship is important.

Knowing how your supply chain works and the flow of information that goes with it can ease communications post-disruption and allow lessons to be learned and integrated collectively.

Build some slack into your supply chain

It is useful to design a bit of redundancy into your supply chain and procurement arrangements.

While just-in-time production may have advantages, this can leave you vulnerable to supplier disruption even when your business is fully operational. COVID-19 highlighted the potential scale of impacts that supply chains disruption can cause.

Want to know more about supply chain resilience?

Check out this article by McKinsey & Company about how US organisations are reimagining their supply chains:

https://cutt.ly/supply-chain-resilience

Get in touch to chat about how we can help build your supply chain resilience.

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