



distinctions

Re-Organization & Alignment

Client Profile

Our client, "Company X", is the world's largest home improvement retailer, operating in more than 1,700 stores across North America. One of their largest vendors manufactures ready-to-assemble closets, kitchen and bath cabinetry, along with custom-made kitchen and bath cabinets under a distinct brand name. Distinctions, Incorporated was brought in to assist in the re-organization of consolidating 9 regional offices into three and the impact it would have on this major vendor.

Challenge

New leadership at Company X was making dramatic and significant changes to their regional offices and merchant programs. Company X comprises over 90% of the vendor company sales and as such, their infrastructure mirrors Company X. Any and all changes would impact the vendor company and they would need to react quickly to appropriately respond to manage their relationship with Company X.

Solution

Joint cross-functional teams were designed between Vendor Company and Company X including specific channels of communication and information sharing.

Result

First time in Company X history that a vendor was 'let inside' and partnered with to assist and cooperate with corporate and executive decision-making. Company X now includes vendor relations and the impact of their decisions as part of their culture integration process.