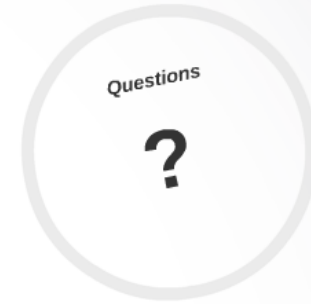


Zappos.com: Developing a Supply Chain to Deliver WOW!

Humzah Bangee
Amit Patel
Faith Ralph

TheCaseSolutions.com



Zappos "A service company that just happens to sell shoes."
-Tony Hsieh CEO Zappos.com

10 Values of Zappos.com

1. Deliver WOW Through Service	4. Build Open and Honest Relationships With Customers
2. Embrace and Drive Change	5. Make a Positive Impact and Family of One
3. Create Fun and a Little Weirdness	6. Be Adventurous, Creative, and Open-Minded
4. Be Passionate, Creative, and Open-Minded	7. Hire and Promote High Potential Individuals
5. Be a Meritocracy	8. Grow Through and Learn From Failure
6. Create a Culture and Environment Where People Want to Work	9. Deliver WOW Through Service
7. Embrace and Drive Change	10. Be Passionate, Creative, and Open-Minded

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The Problem

Inefficient Inbound Supply Chain

- Delivery Scheduling
- Inconsistency
- Less than Truck Load (LTU)
- Inefficiency
- Unorganized Supply Chain
- Multiple Stops

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Options

- Scheduling
- Windows
- Communication
- Working Days
- Direct Shipment
- Organization
- Viability
- Fleet
- Additional Fulfillment Center

TheCaseSolutions.com

Introduction to Oliver Wyman

Who We Are:

- Over 20 years experience
- Leading consulting firm
- Offices around the globe

TheCaseSolutions.com

Our Approach:

- Specialized expertise
- Collaborative working style
- Proven methods

Additional Fulfillment Center

- Located in Southern California due to high concentration of supplier warehouses
- Distribution Balance

TheCaseSolutions.com

Benefits of New Fulfillment Center

- **Improved customer service**
 - Even more of the country could be served overnight
- Reduce over crowding at current Kentucky center
- Operations closer to supplier base in Southern California
- Reduction in inventory shipping costs from suppliers

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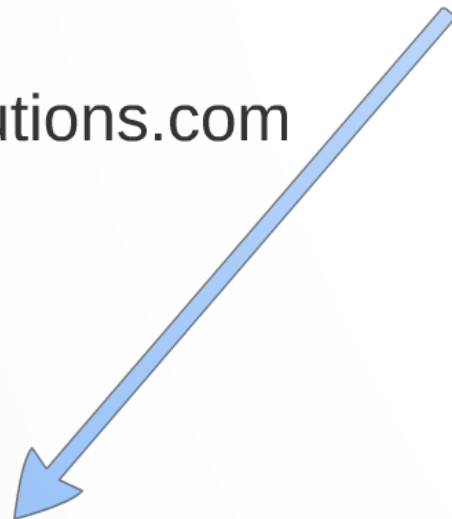


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INDUSTRIES



AUTOMOTIVE



AVIATION, AEROSPACE & DEFENSE



COMMUNICATIONS, MEDIA & TECHNOLOGY



DISTRIBUTION & WHOLESALE



ENERGY



FINANCIAL SERVICES



HEALTH & LIFE SCIENCES



INDUSTRIAL PRODUCTS



RETAIL & CONSUMER PRODUCTS



SURFACE TRANSPORTATION

CAPABILITIES



ACTUARIAL



BUSINESS & ORGANIZATION TRANSFORMATION



CORPORATE FINANCE & RESTRUCTURING



RISK MANAGEMENT



MARKETING & SALES



OPERATIONS & TECHNOLOGY



STRATEGY



SUSTAINABILITY CENTER



VALUE SOURCING

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- 1. Deliver WOW Through Service**
- 2. Embrace and Drive Change**
- 3. Create Fun and a Little Weirdness**
- 4. Be Adventurous, Creative, and Open Minded**
- 5. Pursue Growth and Learning**
- 6. Build Open and Honest Relationships with Communication**
- 7. Build a Positive Team and Family Spirit**
- 8. Do More with Less**
- 9. Be Passionate and Determined**
- 10. Be Humble**

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