

# OPTIMIZE YOUR PURCHASING PROCESSES WITH CHANGE MANAGEMENT ADAPTED TO EACH USER PROFILE



Under the name of BeST, LISI Aerospace deployed Ivalua to manage its direct and indirect procurement.

OJC Consulting successfully contributed to the training strategies to ensure a quick and effective adoption of the solution.



## Key facts

€717 M in revenue	5 550 employees
N°3 globally in the fasteners market	19 sites in 8 countries
750+ trained staff including 60 buyers	76 training sessions
3 ERP interfaces (INFOR)	300 000+ catalogue items

## Group challenges

- **Manage costs effectively** with an item repository shared by all LISI Aerospace entities.
- **Align purchasing processes** across different sites and share information in order to benefit from the best pricing conditions.
- **Support all users** in learning the new procedures.

## Context

Founded in 1977, LISI Aerospace is a division of the French group LISI and specializes in the supply of fasteners and components for commercial and military aviation.

With more than 5500 employees worldwide, LISI Aerospace operates in 8 countries and offers innovative, high-quality solutions to meet the specific needs of the aerospace industry.

LISI Aerospace is committed to ensuring the safety, performance, and reliability of aircrafts thanks to its unique aerospace expertise.

The successful deployment of BeST was made possible thanks to the advice of the OJC team and their mature training strategy. We were impressed by the quality of prepared materials and the high level of user satisfaction.

Samuel Margalef  
Purchasing Performance & Systems Manager  
**LISI Aerospace**

# WITH OJC CONSULTING, LISI AEROSPACE DEVELOPED AN ON-GOING, DYNAMIC TRAINING STRATEGY FOR ALL CONCERNED PARTIES

## Solution deployed

Thanks to Ivalua's "Strategy & Analytics" modules, deployed in 2016, LISI Aerospace can **control its expenses, measure its savings, and evaluate the performance of its buyers.**

LISI Aerospace continued the deployment of the Ivalua suite with the integration of the "Contract & Catalogue" and "Procurement" modules in order to **improve collaboration between the procurement officers and buyers and to streamline the procure-to-pay process** for all categories of direct and indirect purchasing.

## Optimizing Purchasing with BeST

- A revamped **purchasing process** that is **simplified, collaborative and efficient.**
- **Digitalization of purchase requests and orders**, from their creation to their validation.
- **A new shared item repository** offering more visibility into purchases, thus creating **savings opportunities** and **additional negotiating power** for buyers.

## Benefits & results

- **Successful deployment** to all countries involved.
- **Replication of the core model at the group level** with a **rapid adoption rate** of the BeST solution.
- **Very high level of user satisfaction** with the quality of training materials and the different formats offered.
- **Effective training** managed by OJC, allowing the LISI Aerospace team to focus on operational and technical aspects of deployment.

## Integration

OJC and LISI Aerospace developed a **"core model" applicable to all of the division's sites** consisting of testing, integration, training, and deployment in one month.

Emphasis was placed on the **online training** comprised of a variety of materials (videos, note cards, exercises) that allowed for **quick learning and adoption** of the new features. These materials, translated into **multiple languages** and customized for the different **user populations**, were used in trainings provided by OJC in the USA, Canada, France, and Turkey, as well as online sessions for other sites.

