



GRAND Dimensional Paths™

Business Dimension (Operational)

- **Cost-to-Serve** - determine a customer's actual value to business and understand the cost of serving that customer by analyzing how costs are consumed throughout the supply chain or various business processes
- **Service Levels** - manage specific expectation or constraint that describes various performance measures such as timeliness and/or cost, of a specific Service
- **Workforce Productivity** - measure productivity, set goals and expectations, and manage workforce through incentive-based systems
- **Asset Management** - manage capital efficiency and financial health through working capital, fixed asset and liabilities management
- **Capacity Utilization** - determine optimum timing of capacity expansions, entry into new markets, market exits, cost curves for different alternatives and profitability