



*Navigating the 7 C's:
The Guiding Principles
to Successful Front-line
Leadership*

By Ryann Leaming and Anthony Osimo

Biography – Ryann Leaming

Ryann Leaming is a Lean Six Sigma Black Belt with more than 10 years of warehouse and distribution experience, and is currently working towards a Bachelor's Degree in Business Management at Dean College. Ryann has been participating in Lean Six Sigma projects since he first joined NDCP, and in 2014 earned his Lean Six Sigma Black Belt. Ryann was promoted to Lean Six Sigma Black Belt Project Leader in 2015, and has since led multiple projects, improving quality in both NDCP's warehousing and fleet operations, saving the company hundreds of thousands of dollars in the process.

Biography – Anthony Osimo

Anthony Osimo is a Lean Six Sigma Master Black Belt with more than 20 years of management experience in manufacturing and logistics operations. Anthony graduated from Rensselaer Polytechnic Institute with a Bachelor of Science degree in Materials Science Engineering and from Nichols College with a Master's degree in Business Administration. Currently Anthony's role at National DCP is Director of Warehousing where he oversees the distribution of goods to 2300 Dunkin' Donuts restaurants across the 6 New England states. Anthony is also a certified Development Dimensions International (DDI) facilitator and is responsible for conducting leadership skills training to develop management talent within the organization.

About National DCP

WE ARE THE EXCLUSIVE DISTRIBUTOR FOR
ALL DUNKIN' DONUTS FRANCHISES

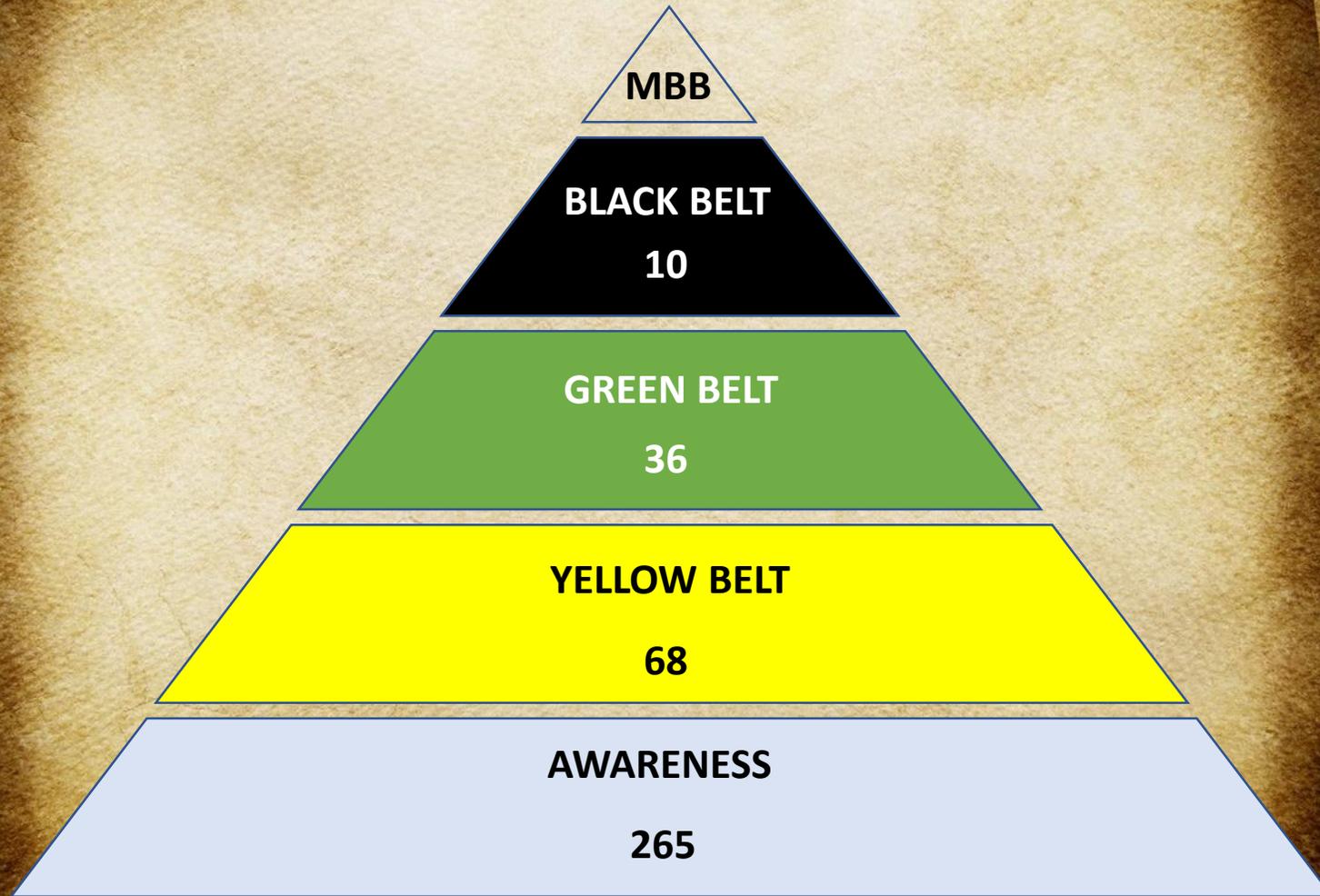
WE HANDLE SOURCING, SUPPLIER
CONTRACTS, WAREHOUSING, ORDER
FULLFILLMENT AND STORE DELIVERY

WE ARE LOOSELY AFFILIATED WITH DUNKIN'
BRANDS (OUT OF CANTON), BUT WE ARE A
NOT-FOR-PROFIT CO-OP AS WE ARE OWNED
AND GOVERNED BY THE FRANCHISEES

Training Grant

IN 2012, WE WERE AWARDED A TRAINING GRANT FROM THE STATE TOTALING \$170,000 FOR A TWO-YEAR PERIOD.

WE CONTRACTED QUALITY & PRODUCTIVITY SOLUTIONS (QPS) TO PROVIDE ON-SITE TRAINING TO OUR WORKFORCE IN LEAN SIX SIGMA CONCEPTS AND PRINCIPLES.



Application

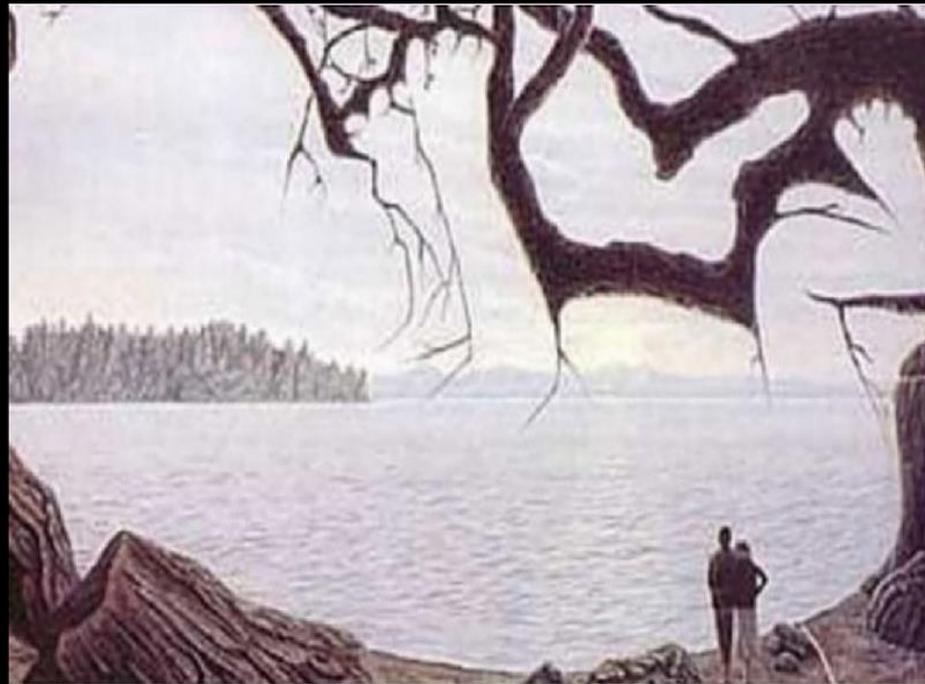
WE RECOGNIZED THAT AN AREA OF OPPORTUNITY FOR OUR BUSINESS WAS OUR FRONT-LINE MANAGEMENT GROUP. OUR MOST IMPORTANT LEADERSHIP LAYER WAS IN NEED OF GUIDANCE AND STRUCTURE AS ALL HAVE BEEN PROMOTED FROM WITHIN.

Mindset

I WILL COME IN, DO
THE BEST I CAN
WHILE I'M HERE,
THEN GO HOME.

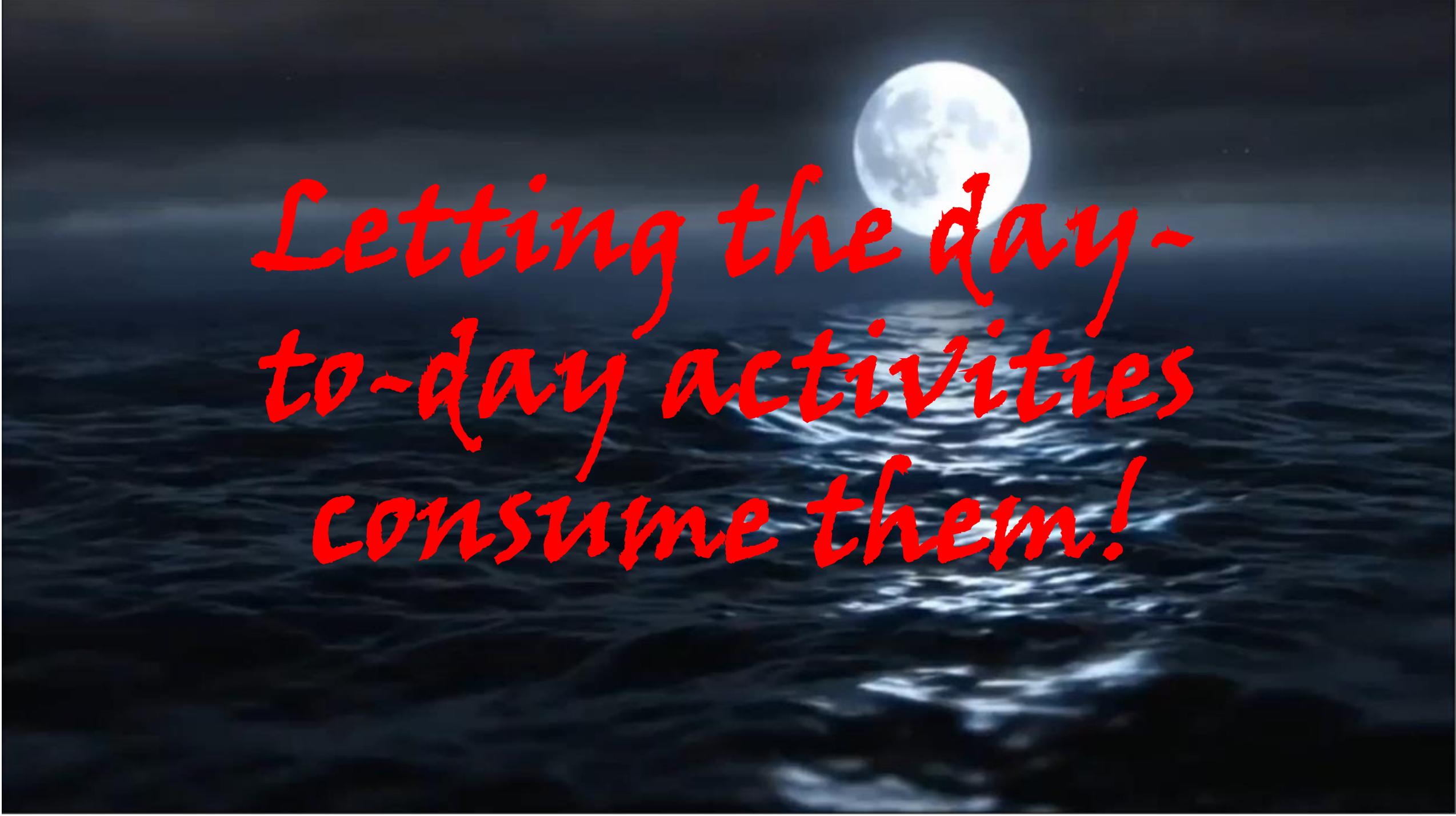
Leadership is Abstract

CAN YOU SEE WHAT'S HIDDEN IN THIS IMAGE?



A full moon is visible in the upper right portion of the image, set against a dark, clear sky. Below the horizon, the surface of a body of water is visible, with gentle ripples and a soft reflection of the moon's light. The overall scene is serene and atmospheric.

What is the
biggest problem
supervisors face?

A full moon is visible in the upper right portion of the image, set against a dark, deep blue night sky. Below the horizon, the ocean surface is covered in small, dark ripples that catch some light, creating a textured appearance. The overall mood is serene and contemplative.

Letting the day-
to-day activities
consume them!

Objective Setting

Current State

Undefined Goals
Weak Deadlines
Lack of Follow-up

Objective Setting

Future State

Defined Goals

Solid Deadlines

Frequent Updates

Customer
Experience

Compliance

Continuous
Improvement

Coaching

The Seven C's

Communication

Culture

Cost Control





The
Seven
C's

Customer Experience

Perfect Order
Shorts and Damages
On Time Delivery

Compliance

Food Safety

OSHA

Work Safety

Continuous
Improvement

Projects
Lean Six Sigma

Communication

1 on 1 Meetings
Group Meetings
Newsletters
Status updates

Cost Control

Fleet MAP

Checkbook

Overtime Reduction

Rate Improvement

Repairs

Maintenance

Culture

Morale

Happiness

Recognition

Creativity

Fun

Engagement

Coaching

Employee Development

Retention

Succession Planning

PIPs

Successful Objective Setting

Don't rely on luck or happenstance
Involve your team
Seek guidance

SMART Goals

S - Specific

M - Measurable

A - Achievable

R - Reasonable

T - Time-Bound

Objectives Bad vs Good

Reduce
injuries

Identify and
reduce the root
causes of ergonomic
injuries, lessening
them by 50%

Benefits

Timeliness

Resource Allocation

Leadership Development

Goal Alignment

Creativity

Increase in Formal Interaction

Ownership

7C Objective Alignment Matrix

	Customer Experience	Compliance	Continuous Improvement	Communication	Cost Control	Culture	Coaching
Leader 1	Green	Green	Green	Green	Green	Green	Green
Leader 2	Green	Green	Green	Green	Green	Green	Green
Leader 3	Green	Green	Green	Green	Green	Green	Green
Leader 4	Green	Green	Green	Green	Green	Green	Green
Leader 5	Green	Green	Green	Green	Green	Green	Green
Leader 6	Green	Green	Green	Green	Green	Green	Green
Leader 7	Green	Green	Green	Green	Green	Green	Green
Leader 8	Green	Green	Green	Green	Green	Green	Green
Leader 9	Green	Green	Green	Green	Green	Green	Green
Leader 10	Green	Green	Green	Green	Green	Green	Green
Leader 11	Green	Green	Green	Green	Green	Green	Green
Leader 12	Green	Green	Green	Green	Green	Green	Green
Leader 13	Green	Green	Green	Green	Green	Green	Green
Leader 14	Green	Green	Green	Green	Green	Green	Green
Leader 15	Green	Green	Green	Green	Green	Green	Green

Balance

Questions

????



THANK
YOU

Contact Information

Ryann Leaming

Ryann.Leaming@natdcp.com

Anthony Osimo

Anthony.Osimo@natdcp.com