**Mission-critical priority**

A surge in demand but a lack of capacity prompted the Vice President, Supply Chain at Milliken to evaluate the agility of the organization’s sales and operations planning (S&OP) process.

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**How Gartner helped**

The client used:

- **Gartner Supply Chain Score** to definitively diagnose the maturity of the organization’s S&OP process.
- **Gartner-led, data-driven workshop** designed to uncover the highest priority performance gaps to fill.
- **Practical, proven guidance** for structuring the S&OP process to handle future growth, running demand planning meetings, and defining demand planning goals.

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**Outcome**

With support from Gartner for Supply Chain, the client achieved:

- **Reorganized** the demand planning function and S&OP process, driving greater efficiency while still delivering on customer expectations.
- **Benchmarked** Milliken’s demand planning capabilities against industry peers, enabling better prioritization and helping to secure buy-in on changes and investments from corporate leadership.
- **Accessed** deep, nuanced insight about supply chain management best practice that would have been difficult to obtain internally at Milliken.

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“The Gartner helped me [by] walking through what should the future organizational design look like.”

Chandis Digby | Vice President, Supply Chain | Milliken & Company
Gartner for Supply Chain delivers actionable, objective insight to executives and their team. Our expert guidance and tools enable faster smarter decisions and stronger performance on your most critical priorities.

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