This Week@Avnet

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OPX Refresh

If you were at Avnet in the early 2000s, you probably remember a lot of talk about operational excellence, or OPX. But if you joined Avnet since then (as nearly half have), OPX may sound a bit new. In either case, continue to read the story to find answers to a few basic questions you or your customers may have about Avnet's OPX initiative.

What is OPX?

OPX at Avnet is about enhancing efficiency, productivity and the customer experience. It's about improving the way we do what we do. It's about using continuous process improvement to increase productivity and decrease inefficiencies. It's about doing better work more efficiently.

Why is OPX important?

In a business like Avnet, one way to outperform competitors is by better serving customers – providing the kind of service that makes them feel really good about doing business with Avnet. In a lot of ways, Avnet is already leaders in that respect. But Avnet can't rest on its laurels, and offering even better service to customers includes finding ways to improve quality and reduce costs. To do that, Avnet needs to continuously drive productivity and efficiency gains in its business processes – and that's what OPX is all about.

Who owns OPX?

In the corporate center, there is a small team of people devoted to helping engage all of Avnet's employees in operational excellence. But the corporate team doesn't own OPX; it belongs to all Avnet employees. Everyone should be engaged in thinking every day about how to work more efficiently and productively. So think of the corporate team as teachers and messengers, helping you understand what operational excellence means for you, how to apply it and why it's so exciting.

What does OPX mean for you?

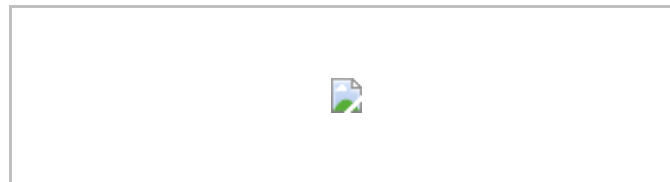For Avnet as an organization, OPX is part of the foundation of its strategic framework.

For managers, OPX is a way to improve the bottom line – to increase revenues and decrease costs. For everyone, OPX provides a way to serve customers even better. Application of OPX principles can even give you more time to enjoy your non-Avnet life since you will spend less time putting out fires when processes operate efficiently and effectively.

For a more in-depth look at what OPX means at Avnet, [check out](#) *this Brainshark video presentation.*

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