



# LEGACY CABINET COMPANY CASE STUDY

## AT A GLANCE

### OPPORTUNITIES

- Stagnation from silos
- New software solution implementation issues
- Differing perspectives on best path forward

### OUTCOMES

- Strengthened leadership structure
- Increased strategic alignment
- Improved customer experience



"Because we have the vision, mission and creed, I have a path forward. I have standards to hold people to. Before that I did not have anything to stand on. You are making me better so I can make my team better."

### MARY BETH THOMPSON

Chief Executive Officer  
Legacy Cabinet Company

## CHALLENGES

Legacy Cabinet Company turned to Southwestern Consulting after having exhausted all internal efforts to make changes to grow their business. There were silos between departments in the company that led to stagnation and exacerbated new software solution implementation issues. They needed help getting everyone on the same page.

## SOLUTIONS

Southwestern Consulting began with interviewing leaders of different levels to find the biggest areas of opportunity. We also conducted surveys and spent time with the team in person before leading a Strategic Alignment Summit.

This Strategic Alignment Summit provided training and facilitated conversation with the purpose of breaking down silos and establishing proper communication channels between departments.

In addition, during that day we developed a vision and creed together.

## RESULTS

### Results One

Re-aligned leadership structure to effectively distribute responsibilities to the right people.

### Results Two

Have a solidified creed as a foundation for their decision making and to answer the "why" questions of their business.

### Results Three

Through their strengthened strategic alignment, their customers are now benefitting from an improved experience.