

**sson**

**Shared Services &  
Outsourcing Week**

**JABIL**

**How To Integrate Supply Chain into Your  
Shared Services Organization to Build Synergy**

# Agenda

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- 1 Jabil – Who we are
  - 2 Concepts – Supply Chain and Shared Services
  - 3 Establishment of Shared Services
  - 4 Takeaways
  - 5 How to Measure Success
-

# About Jabil: Built on a Solid Foundation

55+

YEARS OF CROSS-INDUSTRY  
EXPERIENCE

140K+

DEDICATED  
EMPLOYEES

\$28.9B

REVENUE  
IN FY24

\$25B+

GLOBALLY MANAGED  
SPEND

38K+

SUPPLY CHAIN  
PARTNERS

400+

CUSTOMERS ACROSS  
DIVERSE MARKETS

100+

SITES STRATEGICALLY LOCATED  
AROUND THE WORLD

25+

COUNTRIES

40M+

SQUARE FEET OF  
MANUFACTURING SPACE

# Tailored Solutions Backed by Cross-Industry Expertise



Automotive &  
Transportation



Communications &  
Networking



Cloud & Data Center  
Infrastructure



Connected Devices



Defense &  
Aerospace



Digital  
Commerce



Healthcare



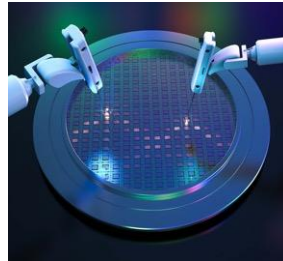
Packaging



Photonics



Renewables &  
Energy Infrastructure



Semiconductor  
Capital Equipment



Warehouse  
Automation

# Our Global Footprint Enables Manufacturing at Scale

## 100+ Facilities Strategically Located Around the World

### ASIA

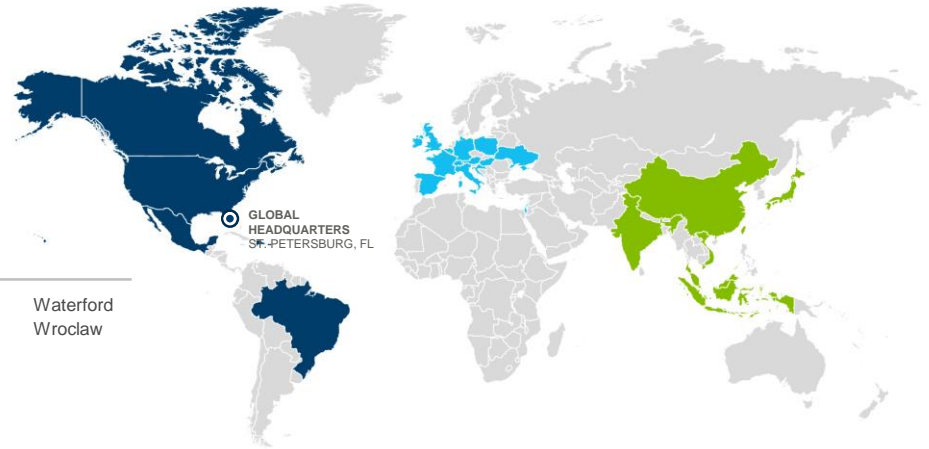
Bandung	Hachioji	Penang	Sungai Petani	Wuhan
Batu Kawan	Ho Chi Minh	Pune	Suzhou	Wuxi
Beijing	Hsinchu	Shanghai	Taichung	
Changhua	Huangpu	Shenzhen	Taipei	
Gotemba	Kulim	Singapore	Weihai	

### EUROPE & MIDDLE EAST

Balsthal	Dublin	Kharkiv	Mezzovico	Tiszaújváros	Waterford
Bar-Lev	Grenchen	Kwidzyn	Nagyigmand	Tortosa	Wroclaw
Bettlach	Hägendorf	Le Locle	Osijek	Tuttlingen	
Bray	Hasselt	Livingston	Paris	Uzhgorod	
Coatbridge	Jena	Marcianise	Raron	Vienna	

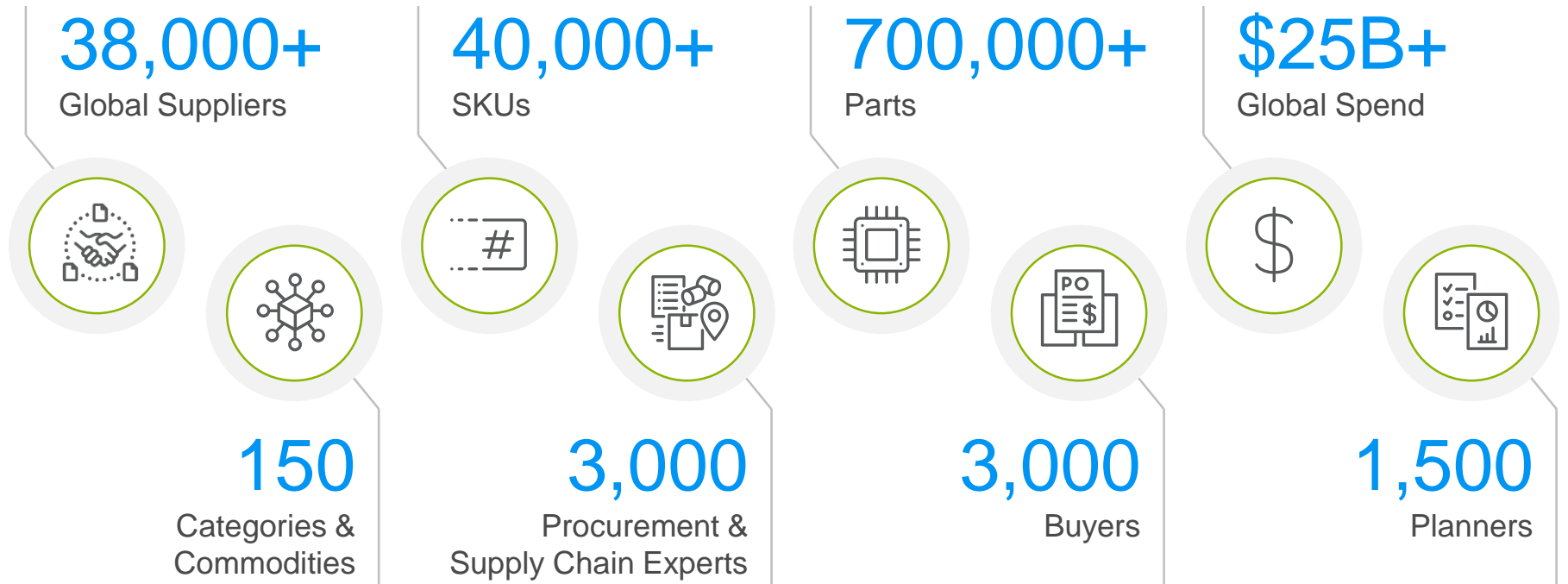
### AMERICAS

Albuquerque	Austin	Cayey	Devens	Guadalajara	Juarez	Memphis	Richmond	St. Petersburg
Anaheim	Belo Horizonte	Chihuahua	Elmira	Gurnee	Lexington	Monterrey	Salt Lake City	Tijuana
Asheville	Benicia	Claremont	Florence	Hanover Park	Manaus	Monument	San Cristobal	Valinhos
Atlanta	Brandywine	Clearwater	Fremont	Hendersonville	Maple Grove	Ottawa	San Jose	
Auburn Hills	Burlington	Clinton	Grand Junction	Hunt Valley	Mebane	Richardson	Santo Domingo	



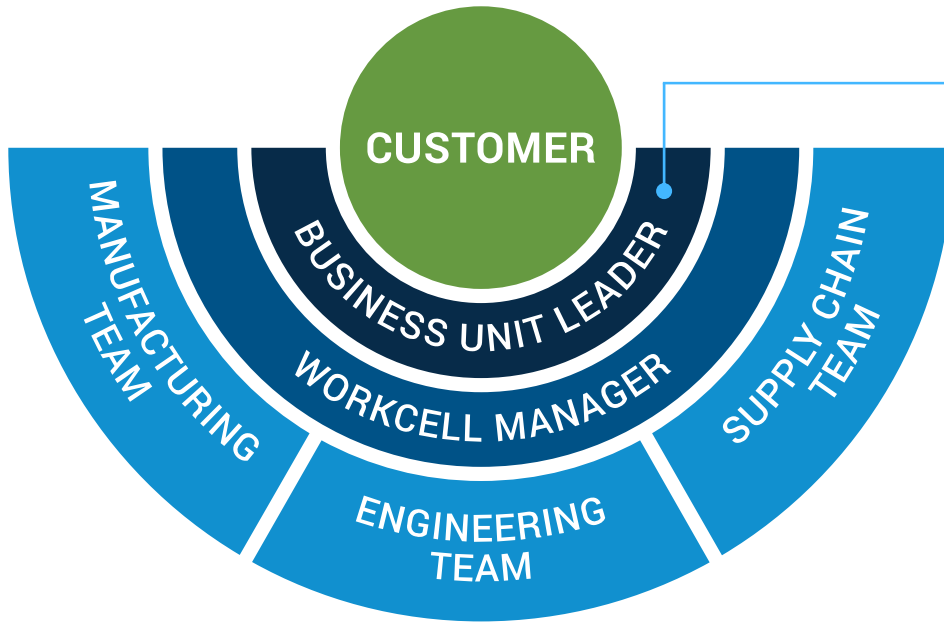
# Jabil's Supply Chain Scale

Our global footprint accelerates product development while mitigating risk.



# The Customer Engagement Model Drives Success

A dedicated team within Jabil is uniquely tailored and scalable to meet each customer's needs.



The business unit leader serves as a single point of contact between a customer and Jabil.

They are supported by cross-functional workcell teams, which leverage the power of our global expertise and capabilities to carry out work at the site level.

# Definitions

## WHAT IS SUPPLY CHAIN?

A supply chain is the network of processes, people, organizations, **resources**, and technology involved in the production and delivery of a product or service from its origin to the final customer. It includes everything from sourcing raw materials, manufacturing, and logistics to distribution, retail, and customer service.

## WHAT IS A SHARED SERVICE CENTER?

Is a centralized business function or **resource** that provides services to multiple departments, business units, or organizations within an enterprise.



# IT'S ALL ABOUT RESOURCES AND TALENT

The right ones.

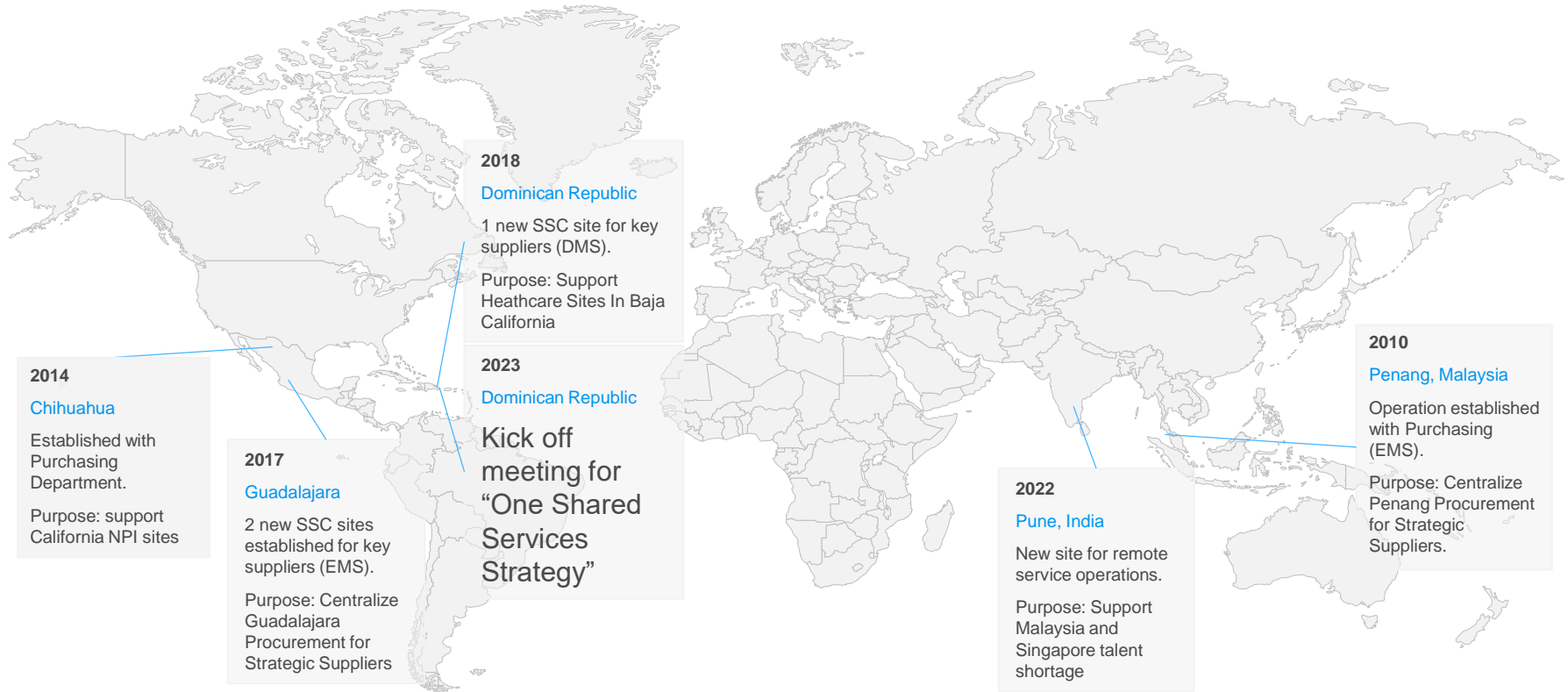
At the right time.

Time is money.



# Our Shared Services Evolution

Each group was established independently and strategically located to ensure resource capture would be most viable.



## 2023 STRATEGY:

### ONE SHARED SERVICES ORGANIZATION

From **independent entities** –  
execution based on context  
and ad hoc requests

To one **single entity** –  
execution based on global  
strategy



# Talent Pool

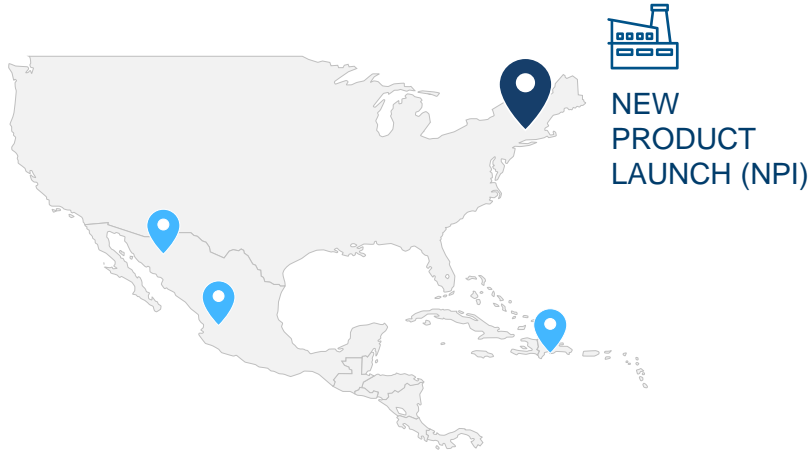
**STANDARD:**  
3 Months

REQUIREMENT

PERFORM

**SHARED SERVICES:**  
Ready Now

# How it Works



## PROCUREMENT - NPI PROCUREMENT - SUSTAINING

- Highly skilled, strategic buyer
- Less skilled and experienced
- Expertise in identifying suppliers, negotiating pricing, and system set-up
- Capable of standard buying activities and repeat purchases
- Set up efficient processes
- Place first POs
- Gets trained by NPI buyer
- Hand off to buyers
- Performs ongoing buying for customer

# Takeaways: Leadership Unification

In 2023, we unified the leadership across all groups under a single leader.

The main goal was to streamline resource utilization, remove silos and facilitate mutual support between the groups.



# Collaboration Between Groups and Global Resources

**Team Unification:** After unifying leadership and global processes, plants can share knowledge and expertise, with support across sites.

**Cross-training:** Implement training programs so that buyers from other areas can understand and collaborate on the NPI process.

**SWAT NPI Team:** Have a global or regional support team that can be mobilized when needed to ensure proper execution of NPI processes at the plants.

**Standardized Processes:** Establish standardized processes and best practices globally to ensure that all sites follow a consistent workflow, even without a local specialist.



# Optimization of Best Practices

Following leadership unification, best practices, processes, and global support systems were optimized.

This improved the collaboration between groups and strengthened the provider base.





# Specialized for Niche Markets

The introduction of specialized buyers for specific niches played a key role in penetrating **new clients**.

This strategy allowed the group to maintain consistent baselines and reduce dependency on local hires at each site.



# Ensuring Effective NPI Process Execution Without an Exclusive NPI Profile at the Plant

## Challenges of Different Profiles

The role of a new project buyer (NPI) requires a very different profile from that of a buyer for sustaining products.

Many plants may not have a dedicated NPI profile, raising questions about how to ensure the proper execution of the NPI process.



# Ensuring Results

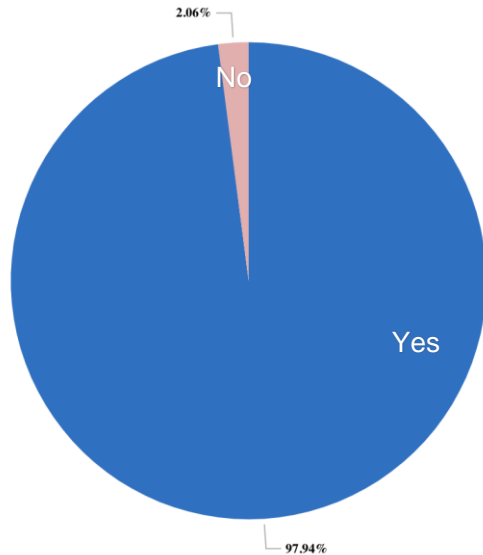
**Remote Support:** Sites without a specialized NPI buyer can rely on remote support and consulting from other plants that have the required expertise.

**Continuous Monitoring:** Implement performance indicators (KPIs) to monitor the execution of NPI and ensure the process is being followed correctly.

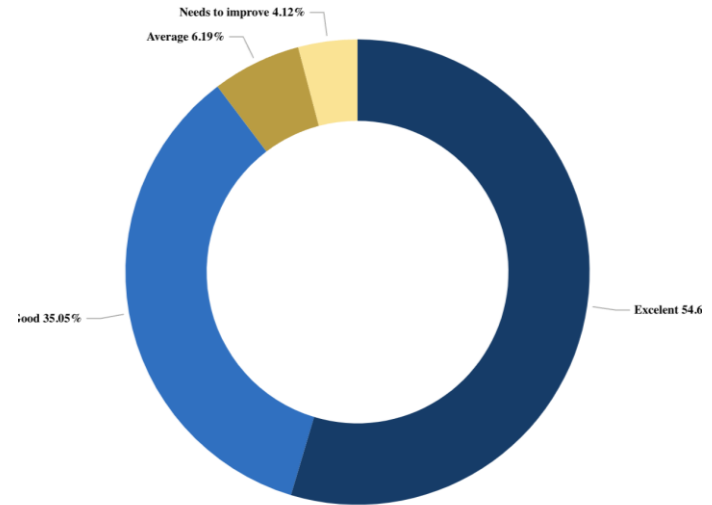


# Measuring Satisfaction Using NPS Scores

Would you recommend SS?



How would you rate SS?



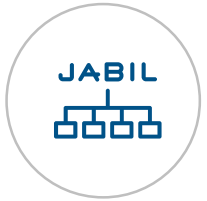
# Benefits of a “One Shared Services Organization”



Multifunctional, flexible, focused and **self-sufficient** team that leads to improve resources administration



Leadership capable of driving meetings and escalations



Active participation in Jabil Corporate strategies and tool integration, in both development and launch stages



Development of assessment, process standardization, improving timing in overall system processes and reports



Cost reduction / savings



Centralize training and cross training efforts

# Q&A

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**JABIL**

**MADE POSSIBLE.  
MADE BETTER.**

