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# Case#1 How business consulting firm Bain & Company transformed IBM



Background: In the early 1990s, IBM was experiencing significant financial distress, facing a \$8 billion loss in 1993. The company was struggling with outdated business practices and a bloated organizational structure.



Outcome: By 1995, IBM returned to

profitability, and by the early 2000s, it had solidified its position as a leader in the IT services industry. The transformation set a precedent for large-scale corporate



Consultant's Role: Bain & Company was brought in to assist with a major restructuring. They helped IBM streamline operations, reduce costs, and refocus on core competencies such as IT services and software.



Transformation: Bain's guidance led to a cultural shiff within IBM, emphasizing customer-centricity and innovation. The company divested non-core businesses and invested heavily in new technologies.



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## Case#2 How business consulting firm Mckinsey transformed Starbucks



Background: In 2008, Starbucks faced declining sales and profits due to overexpansion and the global financial crisis. The company's stock price had plummeted, and it was struggling to maintain its market position.



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Outcome: The strategic changes resulted in a significant turnaround. By 2010, Starbucks had returned to profitability, with its stock price recovering and revenues growing steadily



Consultant's Role: McKinsey & Company was hired to help Starbucks revamp its operations and strategy. They conducted extensive market research and identified areas for cost reduction and efficiency improvements.





Transformation: Starbucks closed underperforming stores, streamlined its supply chain, and introduced new products and store designs to enhance customer experience.

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## Case#3 How business consulting firm BCG transformed Ford



Background: In the mid-2000s, Ford was losing billions of dollars annually and was on the brink of bankruptcy. The automotive giant was burdened by high operational costs and a declining market share.



Outcome: By 2009, Ford had returned to profitability without needing a government bailout, unlike its competitors General Motors and Chrysler. The successful turnaround restored Ford's competitive edge in the automotive industry



Consultant's Role: BCG assisted Ford in developing the "Way Forward" plan, which included drastic cost-cutting measures, restructuring of operations, and a renewed focus on core brands.





Transformation: Ford closed numerous factories, reduced its workforce, and sold off non-core brands like Jaguar and Land Rover. The company also invested in new, fuel-efficient models

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#### Case#4 How business consulting firm B Allen transformed Apple



Background: In the late 1990s, Apple was on the verge of bankruptcy, with a declining market share and a series of failed products. The company was struggling to compete against Microsoft and other tech giants.



Outcome. Apple's innovative products and strategic realignment led to a dramatic financial turnaround. Today, Apple is one of the most profitable companies in the world, with a market capitalization exceeding \$2 trillion



Consultant's Role: Booz Allen Hamilton played a crucial role in advising Apple on strategic decisions and operational improvements. They helped streamline product lines and focus on innovation.





Transformation: Under the leadership of Steve Jobs, Apple introduced groundbreaking products like the iMac, iPod, and later the iPhone and iPad. The emphasis was on design, user experience, and ecosystem integration.

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#### Case#5 How business consulting firm A.T.Kearney transformed Macdonald's



Background: In the early 2000s, McDonald's was experiencing a decline in sales and profits due to operational inefficiencies and changing consumer preferences. The company was criticized for its unhealthy menu and poor customer service.

AT**Kearney** 

Outcome: These changes led to a successful turnaround, with McDonald's regaining its position as a leader in the fast-food industry. The company's financial performance improved significantly, and it continues to be a dominant plaver elobally



Consultant's Role: A.T. Kearney was hired to help McDonald's revamp its operations and strategy. They conducted a thorough analysis of the business and provided recommendations for improvement.





Transformation: McDonald's introduced a series of changes, including menu diversification with healthier options, improved supply chain management, and enhanced customer service training.

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