

# Building a culture of transparency among the supply chain workforce

**Industry: Packaging and Containers  
Manufacturing**  
**Revenue: +\$1B**  
**Employees: +2,500**



## Mission-critical priority

The supply chain leader at an American manufacturer turned to Gartner amid the “Great Resignation” for guidance and advice on avoiding risks to talent attraction, engagement and retention. Gartner service partners provided the insights and advice on organizational communication that the client executive needed to foster workforce resilience during a time of uncertainty and turmoil in global labor markets.



## How Gartner helped

The client used:

- **Industry data** on the “Great Resignation” to build the case for proactive action among corporate leadership.
- **Case studies** on building a culture of transparency.
- **Tactical support** to optimize organizational communication channels and methods.
- **Best-practice research** to incorporate into employee learning and development.



## Outcome

With support from Gartner for Supply Chain, the client:

- **Strengthened employee confidence.** Our consultation on effective communication strategies enabled the supply chain leader to develop and deliver a comprehensive and compelling vision statement on the future of the supply chain organization to motivate the workforce.
- **Successfully navigated high-impact labor market trends.** Gartner support helped the company stay ahead of its industry peers and mitigate risks of the “Great Resignation.”
- **Saved time.** Our service partners provided supply chain team members with access to actionable resources, allowing the executive client to spend their time on strategic initiatives.