

Customer Service Centre director – FMCG retail

Ability to integrate into the client company

Employed by a global sporting goods manufacturer and wholesaler to lead the process improvement in their European Customer Service Centre. He was able to build dynamic relationships with colleagues to allow a fertile culture of improvement to develop.

Impact on the business / bottom line

Unit throughput of apparel was raised from 1,500 on day one to 50,000 per day in 4 months and to over 600,000 per day within four years, with minimal engineering changes required.

Overall contribution / achievement of objectives

Facilitated regular operational review meetings from which were elicited requirements for warehousing and distribution process improvements. He then worked with analysts designing and creating the solutions, both procedural and systematic, which ensured to necessary improvement in performance.

Working style

Developed a collegiate atmosphere in which each individual was encouraged to contribute to their maximum potential.

Leadership / people management skills

Led the teams, both those for which he was directly responsible and those composed of members from other parts of the organisation, in building a common solution where every contribution could be accepted and valued for what it added to the whole.

Any other comments about the interim manager

The success of this endeavour was rewarded with the awarding of the Nike Salazar Award for global excellence.

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