

Project director – Retail Mail order fulfilment

Ability to integrate into the client company

Engaged by this national mail order retailer to redefine a complex order fulfillment process which was resulting in client orders being delivered in anything from two days to three weeks after acceptance. He quickly managed to establish productive relationships across the enterprise, from central IT staff through warehouse management, in order to analyse and resolve the situation.

Impact on the business / bottom line

The order fulfillment was reduced to a consistent 48 hours across the UK, securing improved customer satisfaction and increased repeat business.

Overall contribution / achievement of objectives

The analysis and re-design, across all system and physical processes, was concluded within three months. Through a judicious re-alignment of system and process and introduction of new priorities.

Working style

Operated throughout the company working with central staffs to research system processing and with warehouse and distribution managers and their staff to understand the physical processing. Through a combination of direct meetings, validated documentation and workshops a single agreed approach was produced.

Leadership / people management skills

Through a collaborative approach enabled each party to deliver maximum input to the analysis and subsequent buy in to the proposed solution.

Any other comments about the interim manager

His specialty is thorough process analysis and (re)-engineering ensuring sound fact based decision making

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