

Assist the Marks and Spencer PLC Logistics Function

The logo for 'hothouse' is located in the top right corner. It consists of the word 'hothouse' in a white, lowercase, sans-serif font, centered within a solid orange circle.

Background

- Marks and Spencer Logistic Team needed to implement a number of important initiatives to enable the M&S Company to meet a successful Christmas trading period and achieve internal deadlines
- The Logistics planning team was over stretched, with the majority of the reporting team inexperienced in the required tasks

Requirements

- Document the current logistics forecasting and planning reporting requirements for incoming and outgoing products. Design and map a more effective process
- Create and implement new Board reports for Planning and Logistics
- Update, improve, train the staff and Implement a Risk Register for the Planning function
- A new Peak reporting pack for all stakeholders
- Track the buying departmental logistics budget spends across all business units

Methodology

- Liaise with all internal stakeholders to document and map their logistics and forecasting requirements
- Create new complex reporting solutions involving supplier/internal interfaces with over 37 computer and 4 manual systems within M&S and train users new process
- Provide a suite of weekly and monthly report templates for incoming and outgoing products
- Collate weekly Board Report in a timely manner
- Produce weekly Peak Pack for transport and warehousing from factory to store by business unit
- Identify stakeholder risks and documenting responses

Solution

- End to end Board Report data on one A3 sheet to meet Monday 12.00 meeting schedule
- Logistics Risk Register created meeting a corporate requirement, with appropriate review deadlines embedded
- The creation of the new Peak Pack informing every area of the business and partners of incoming and outgoing deliveries, highlighting where shipments need to be managed to meet priorities. This process is now being a core business report used 24/7
- Buying Unit logistics spend is now tracked