

John lewis case study essay



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Company Name: John Lewis Partnership Point of contact for narrative: Juliet Mountain +44 07764 674980 Business Benefits Realised: Reduced capital expenditure / sustainability efficiencies / better alignment to customer demand Business Metrics demonstrating value: ? Project delivery accelerated by 12 months ? Capital expenditure reduced by 8.4% ? Utility usage reduced by 19% John Lewis Partnership: Working better together Background: Partners are employees and co-owners of the John Lewis Partnership. The John Lewis Partnerships two trading divisions, John Lewis and Waitrose took an agile approach in adapting existing store opening and operating procedures, to collaborate when opening two new shops side by side for the first time in Ipswich one year ahead of schedule in November 2012.

This pioneering project involved close collaboration for Partners around the business. It demonstrates Partners' commitment as co-owners to ensuring the efficient growth and sustainable success of their business: Recognising the need to respond to changing consumer shopping patterns online and in store as part of the John Lewis Partnership's omni-channel customer proposition, by developing an omni-channel approach to working better together. Innovating a new shared-format: The original programme for delivering this project was Autumn 2013, based on following the normal timelines adopted by the project teams. Given the importance of trialling this new concept for the Partnership as soon as possible, the original timelines needed to be accelerated to bring the whole development forward by 12 months. Vital to whole process was securing significantly earlier Planning Consent, and navigating financial risks to bring forward construction.

Cross-directorate teams from both divisions worked along side the site developer to deliver a competitive tendering process, and to build the shell and deliver a fast fitout by overlapping the construction programme for both Waitrose and John Lewis....