

46% Reduction in Late Deliveries of Furniture & Home Appliances

Problem

- Cancellations exceeded \$32M as 37% of direct deliveries missed original promised date

Objective

- Ensure direct deliveries meet promised dates

Results

- Suppliers included promised dates in IT systems
- Merchandising updated systems for call centre
- Supplier visit system & audit reporting established
- **Business benefit**
 - 46% reduction in late deliveries for largest bed and washing machine suppliers
 - Direct despatch manager appointed to replicate improved process across product range

