

John Lewis Partnership: It's Your Business 2028

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Mandate

Preserving the long term future of John Lewis against the rise of technology and Brexit.

Technology

**Supply
Chain**

**Partner
Diversity**

Recommendation

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Own the Customer Experience

Embrace Technology

Diversify Supply Chain

Expand Partner Opportunities

Executive Summary

Issues	Recommendation
Technology and Innovation	Expand “Bricks & Clicks”; Partner Development
Supply Chain Management - Waitrose	Expand the Leckford Farm
Supply Chain Management – John Lewis/Peter Jones	Build networks outside the EU
Partner Diversity – Low wage support staff	Embrace automation

Alternatives

Ideas	Partner Satisfaction	Long-Term Stability	Financial Impact	Supply Chain
Wait and See	Yellow	Red	Green	Yellow
Reduce Partner Benefits	Red	Red	Green	Red
Grocery Store Delivery Service	Yellow	Green	Yellow	Yellow
Own the Customer Experience	Green	Green	Yellow	Green

Analysis

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Kiki Wang

Brexit Current Impact

Economic

- Cost of imported goods
- Devaluation of Euro Pound

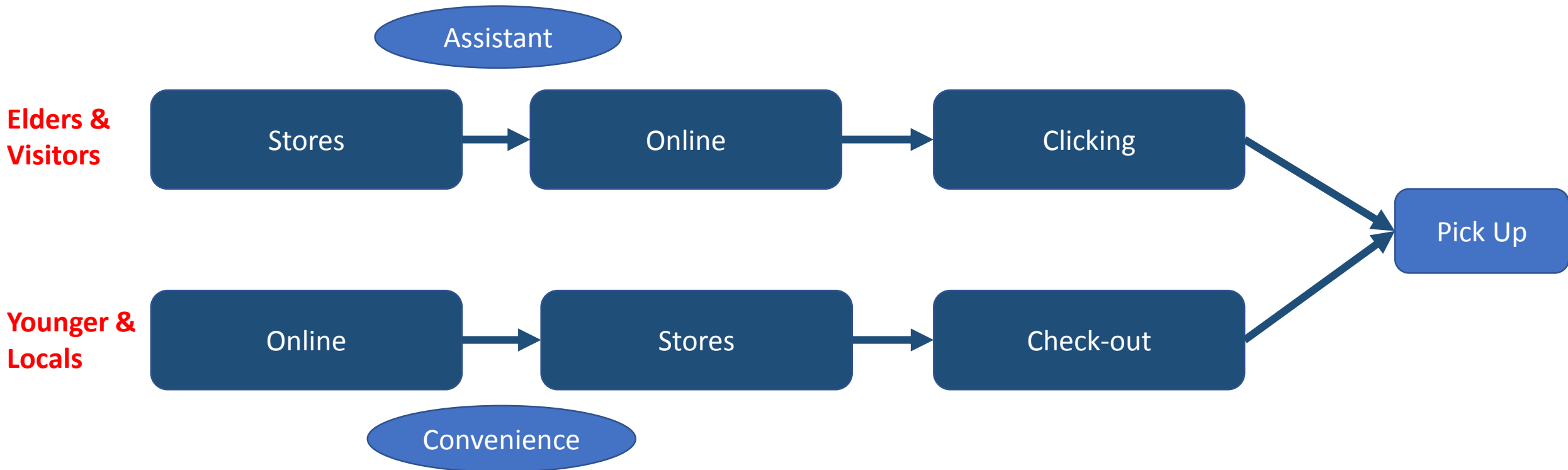
Social

- Euro exchange rate
- Lower wage support staff

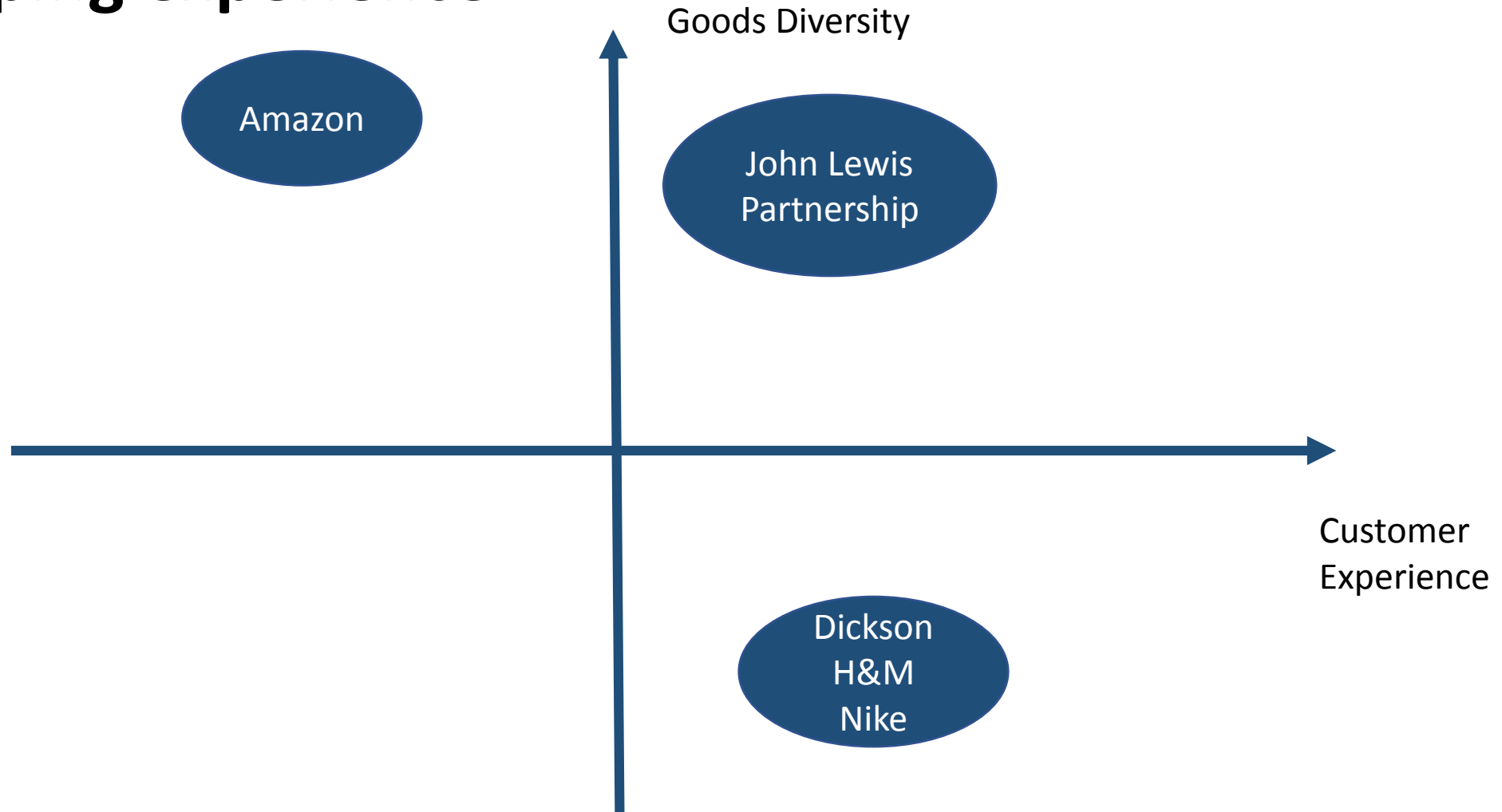
Technology

- Online trend
- Great sales increase from 6% to 14%

Great Synergy of channels in department stores providing great customer experience



Our Company is good with diverse goods & great shopping experience



Attribute Analysis

John Lewis,
Peter Johns

Marks & Spencer
Harrods

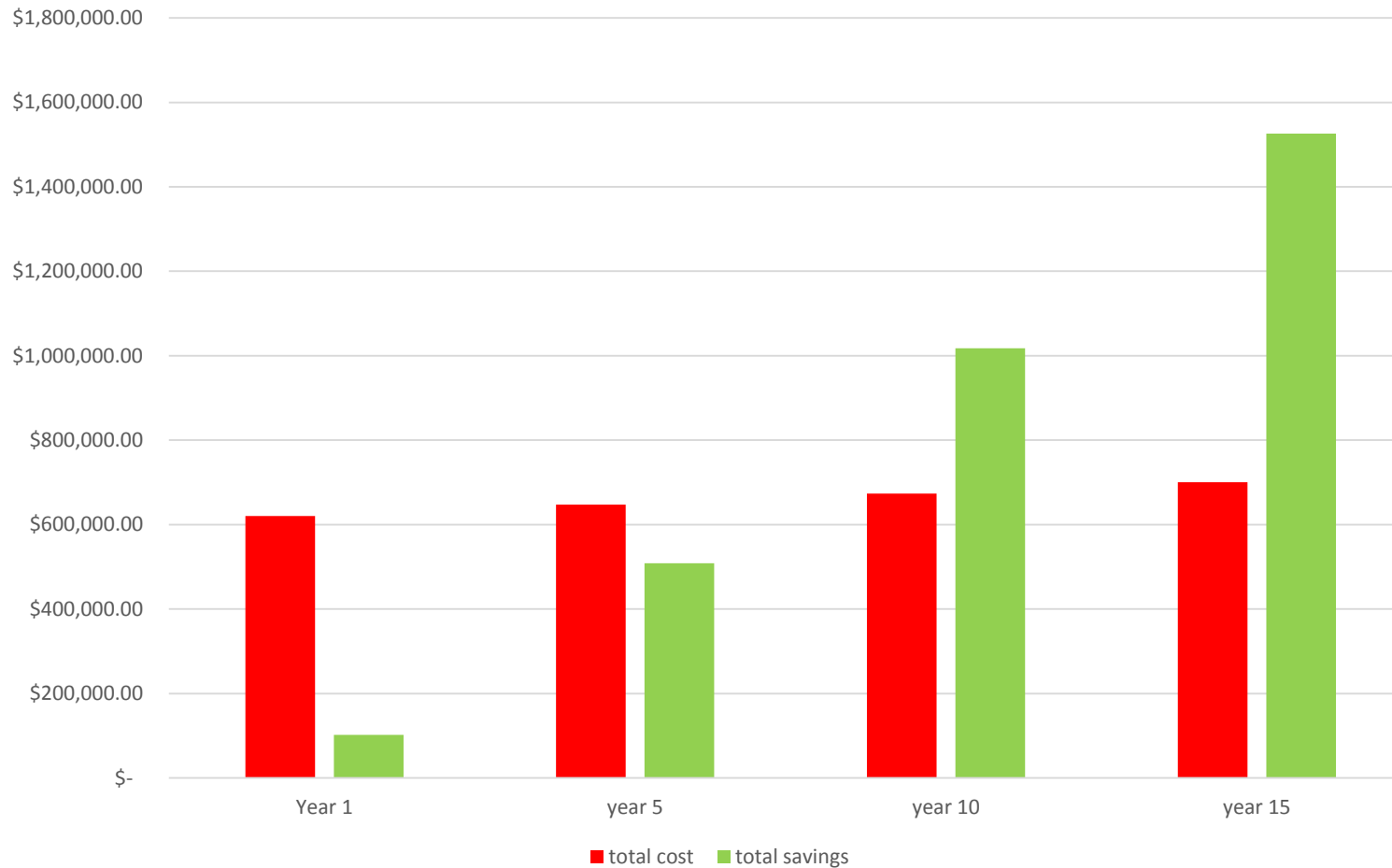
	Department Stores	Competitor
Customer Service	5	3
Quality	5	3
Price	3	5
Convenience	5	5
Diversity	4	3

Our target customer should be those caring about customer service, quality and diversity

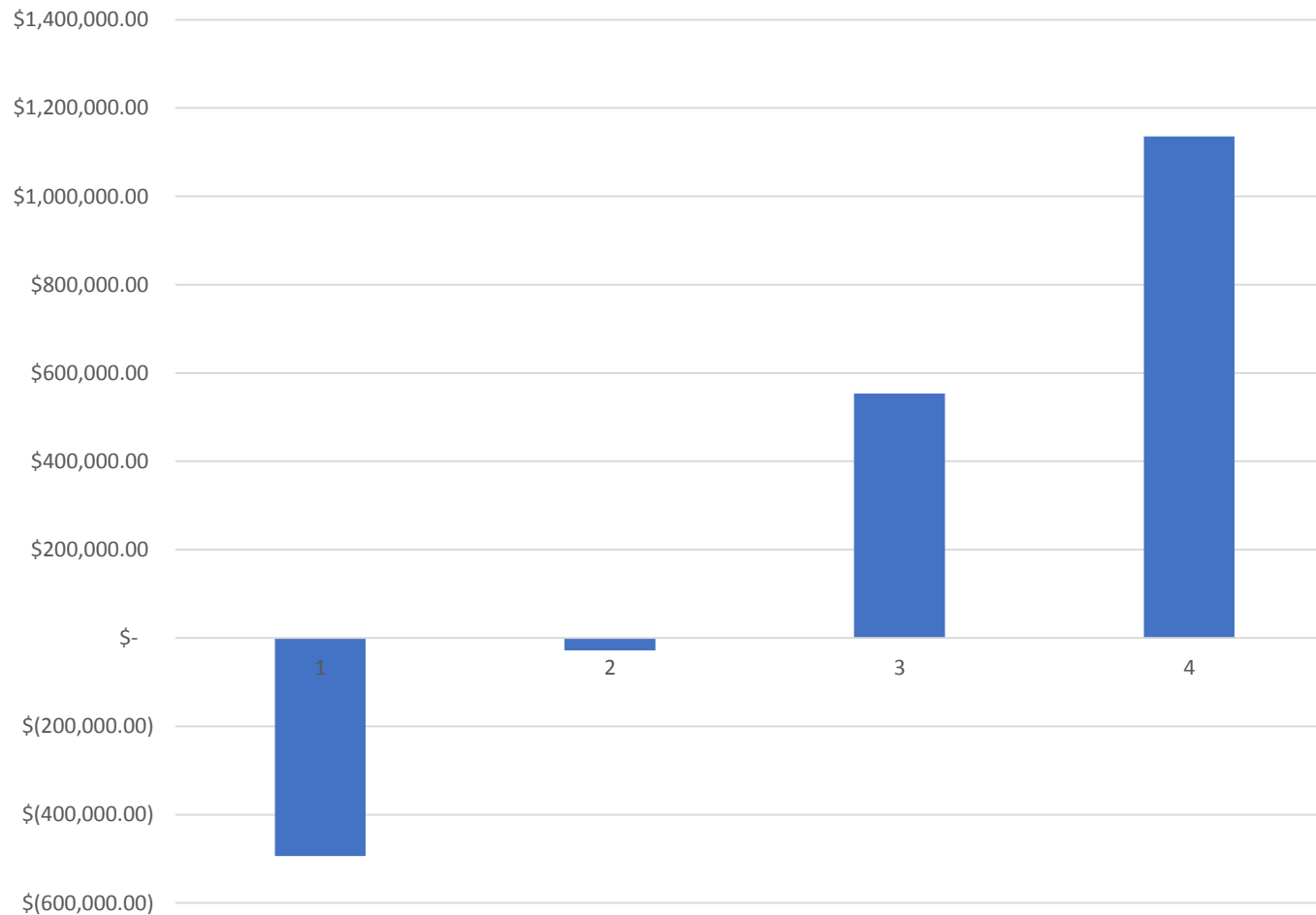
Financial

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Long Term Savings Outweigh Costs



Total Revenue shows long term growth



Implementation

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Key Criteria

Tech

Employee
Satisfaction

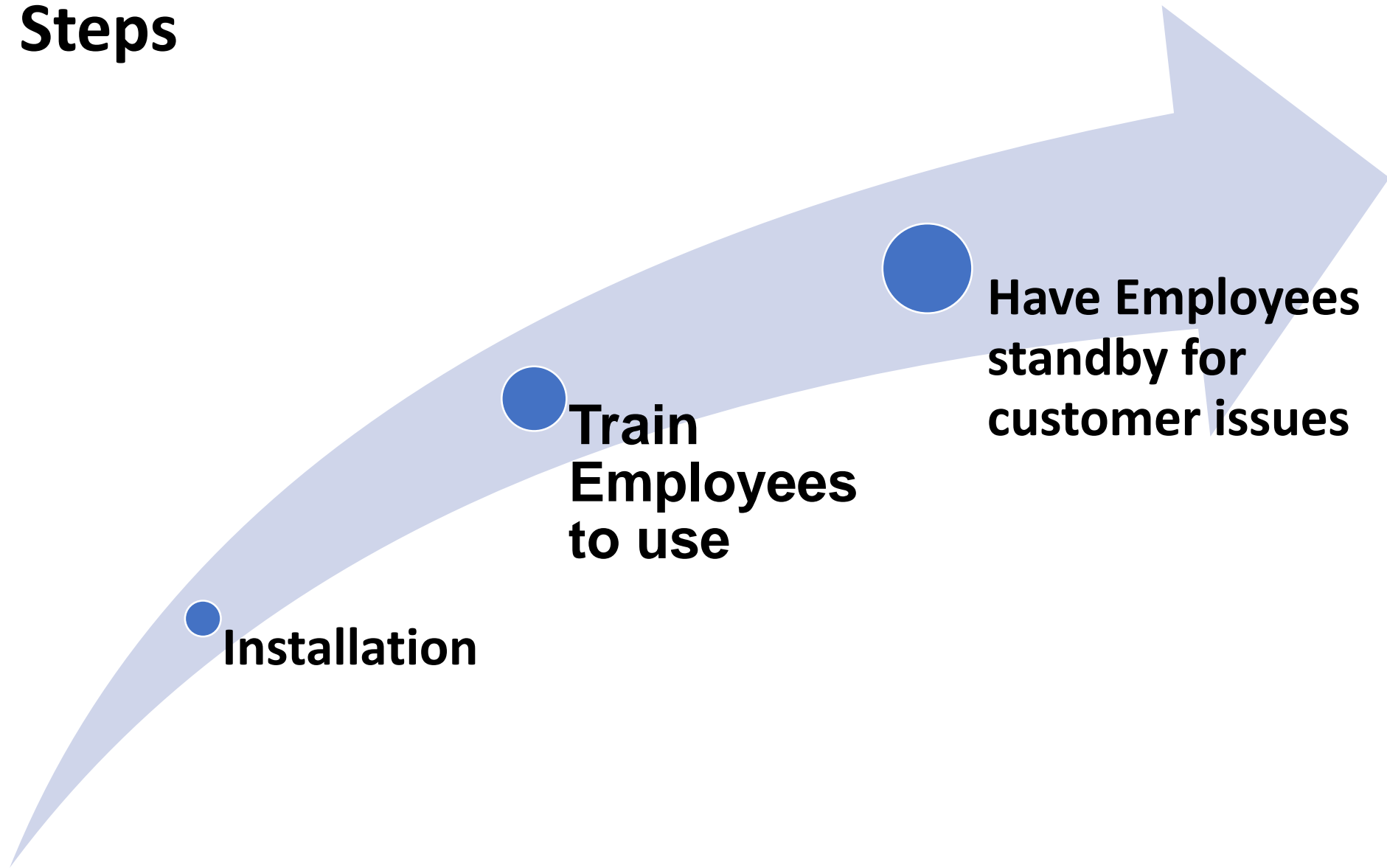
Supply
Chain

Values

Tech Implementation Details

- Automate Manual Labor jobs using machines and technology.
 - Increase efficiency.
 - Prevent labor shortage caused by BREXIT.

Tech Steps



Installation

Train
Employees
to use

Have Employees
standby for
customer issues

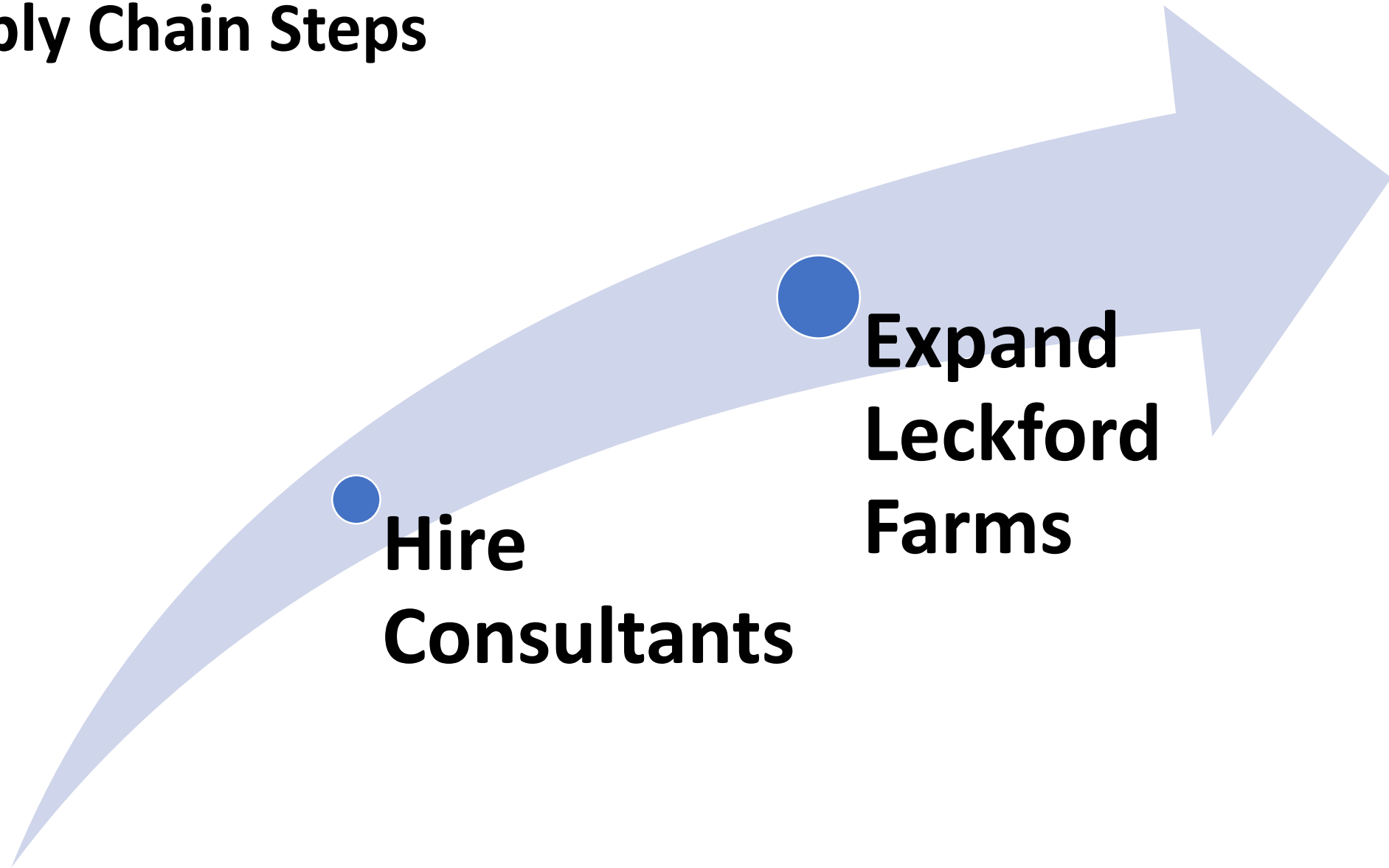
Partner Development Steps



Partner Development Implementation Details

- Train Manual Labor employees to do Customer Experience roles.
 - Product and online expertise.
 - Satisfied Partners
 - Customer Experience enhanced.

Supply Chain Steps



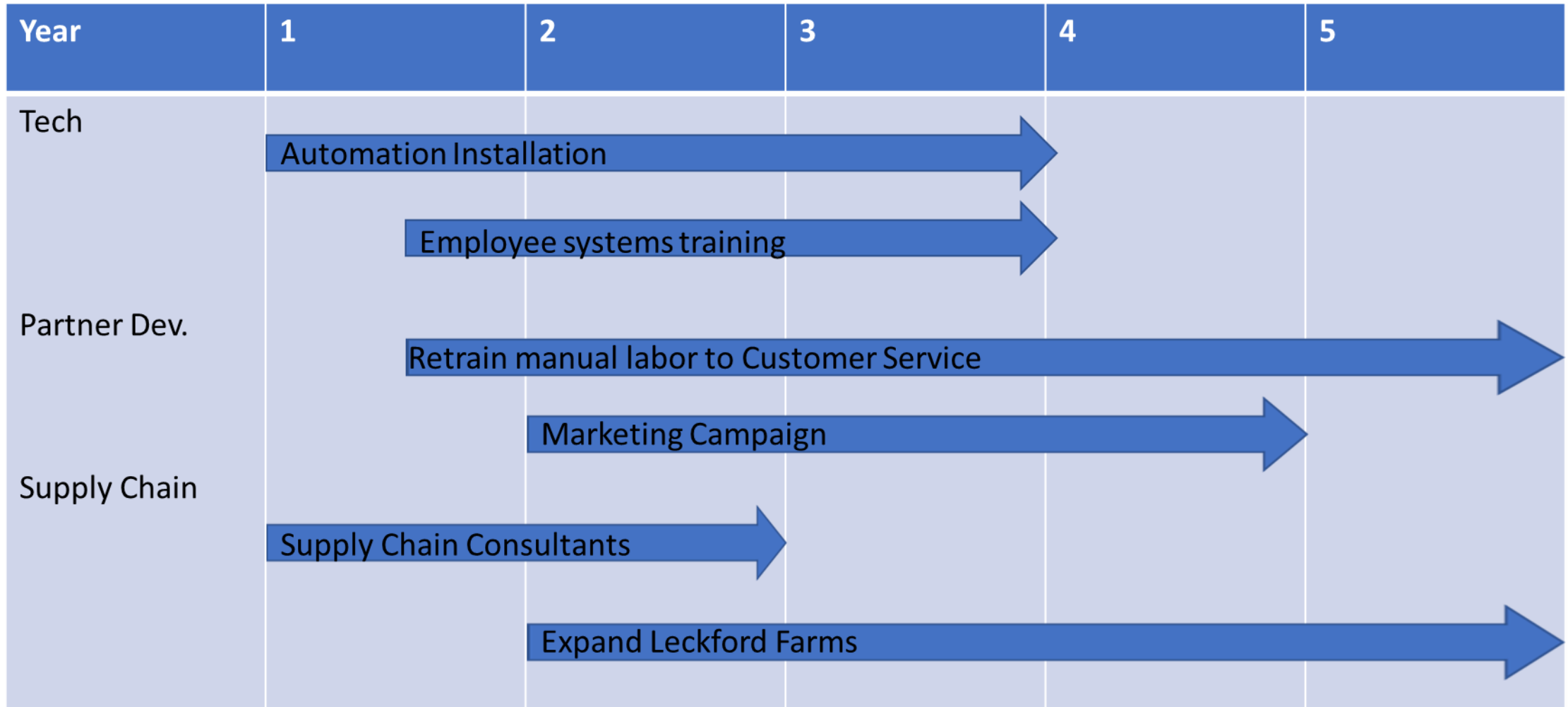
Supply Chain Implementation Details

- Build S.C. Networks outside of EU.
 - North America and Eastern Europe
 - Prepare for worst for Brexit.
 - Help reduce/stabilize costs.

Partner Development Steps



Timeline



Risk and Mitigation

Risk	Mitigation
The costs on this plan will be very high.	We are planning for the future for John Lewis Partnership. Yes, there will be costs, but for long term stability.
This may alienate or upset some partners.	Our plan is to help develop and retain those manual labor partners.
What if BREXIT trades cut supplies from Europe?	Supply chain diversification will help mitigate that risk.

Thank you. Meliora!

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