

Home Retail Group uses Xoomworks to upskill its category managers



Client: Home Retail Group

Size: 48,000 employees

Project: Category Planning Training

Xoomworks worked with the Home Retail Group to develop and deliver a training and coaching programme to upskill its category management teams



The Challenge : To increase the level of knowledge and understanding around category planning and stakeholder engagement

Founded in 2006, Home Retail Group is the UK's leading home and general merchandise retailer. It is the parent group company of Argos and Homebase. With over 1,000 stores nationwide, 48,000 employees and 67,000 products from a global supply base, good sourcing and supplier relationship management is critical to their success.

Home Retail Group engaged Xoomworks to develop category specific training for its buyers, focusing on Home Retail Group's category planning process, and training and coaching focused upon stakeholder engagement.

The Solution: Development of Category Planning workshop and training collateral

Xoomworks worked closely with the Head of Procurement, Sam de Frates, to understand the culture within the procurement team and the wider business, as well as the stakeholder challenges faced by the team and the current level of knowledge and expertise within the team.

Home Retail Group Procurement were tasked with ensuring better business engagement, better market engagement with

suppliers to understand trends and innovation and finally to ensure that good procurement practice was embedded within the team.

Xoomworks used its Complete Procurement framework, which addresses the behavioural elements of procurement as well as the mechanics, and created a tailored procurement training curriculum that addressed three key areas.

"Xoomworks were able to quickly understand my challenges and the need to upskill the category teams with some of the basics around category planning and stakeholder engagement.

David Dolan and Steve North worked really closely with my team and with myself to create the curriculum for procurement and they brought great experience to the training through their many years as procurement professionals.

I was very impressed with the way they delivered the training and it was really well received by my team"

Sam De Frates, Head of Procurement

Expert Procurement Training

Following an initial health check and discussions with key stakeholders, Xoomworks created a training curriculum that focused on the following areas:

Business engagement

- ✓ Align 3rd party strategies to business plans
- ✓ Ensure that the group fully understands its spend, contracts and business requirements
- ✓ Stakeholder engagement tools/ techniques and soft skills

Market engagement

- ✓ Market Analysis tools and techniques which help category buyers fully understand their supply base and capture latest trends and techniques

Good procurement practice

- ✓ Tools and techniques to ensure that Group Procurement regularly reviews its strategy for its £1.1b spend
- ✓ Prioritisation of challenges and sourcing opportunities

As part of the training rollout, Xoomworks worked very closely with the Head of Procurement to provide input to the Group Procurement Category Planning process and the ongoing development of the buying team.

The Impact: Improved procurement and category planning knowledge

The training solution created by Xoomworks consultants provided the category teams with the basic building blocks to engage with their stakeholders at the right time in the yearly planning process, insights into some of the soft skills required and practice at using some of the more useful market assessment and procurement tools available.

“We selected Xoomworks because of their in-depth procurement knowledge and expertise, and their experience in building sustainable stakeholder relationships.”

About Xoomworks

Xoomworks is a niche consultancy and outsourcing company that specialises in Procurement and Business Intelligence. Staff are based in UK and Europe and consist of technical, business and behavioural consultants, and senior procurement staff. Our Complete Procurement proposition addresses both the mechanics and behaviours of Procurement that drive the greatest value for organisations.

Interested in finding out more about Xoomworks Procurement?

Call us now on +44 20 7400 6120 or send an email to procurement@xoomworks.com
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