



Holrich Consulting

Holrich Consulting is a change management consultancy

We excel in:

- Process analysis and re-engineering
- Supply Chain management
- Customer / supplier management

Our mission is simple - to help our clients bridge their current skills gap & improve their company profitability.

Holrich Consulting will help you to:

- Increase your profits and cash flow
- Reduce your operating costs
- Improve your supply chain's efficiency
- Reduce lead times and stock levels
- Improve your working processes and methods
- Improve your customer service
- Manage your growth
- Implement innovative change
- Tackle difficult projects
- Improve staff performance and bridge skills gaps

Answering questions raised by MD's and CEO's:

Why bring in outside help. Why can't we just do it ourselves?

Many companies are run by highly motivated sales orientated entrepreneurs who employ staff who have the best skills to function in the business.

However, as the company grows there is less and less time for those key people to stand back and assess how they can improve the business. Your key staff become overburdened and stressed as more and more is loaded onto their shoulders.

Do you recognise any of these comments by your staff?

'The systems we're using were OK when the business was small but we're getting bogged down in administration now'

'Things just aren't working as smoothly as they should - it's too complicated and takes too long'

'I'm sorry, I haven't time to take this on board as well'

'I'm fed up with this. We've lost another order because we're out of stock again. Why can't we just have more stock?'

'Look here! We were already overstocked on that item and now someone has bought even more! Why?'

Do you hear yourself saying:

'Our sales are going up... but our costs are going up faster'

'We may be a lot busier than this time last year but the profits just aren't increasing'

'I'm sorry but cash flow is tight this month so we need to cut our stock levels'



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We will provide that clarity of thinking and evaluation by:

- identifying break points and non-productive steps in your current supply chain and business processes
- assessing the alternative steps, risks, issues and benefits
- planning the change with you to ensure a successful outcome
- training you and your key staff in new skills and introduce best practice
- applying practical solutions to improve your business using over 25 years of experience

We will work with you throughout the implementation of the change, helping to resolve any issues as they arise and ensuring that change becomes business as usual.

How can Holrich Consulting provide practical help?

First of all we will get to know you and your staff. We will then:

Work with your staff to assess the current situation by listening to and taking note of all their frustrations and lost business opportunities. This will ensure that they see we are there to help them, which will gain their commitment.

Focus your staff on the positive outcomes we are going to achieve together and create and implement innovative solutions at a time when people are beginning to run short of fresh ideas.

Create solutions to specific problems. We will provide an objective view of the situation which may not be apparent to those who are involved in the day-to-day running of the business. This is most typically used when there is a need but you do not have the time or resources to deal with specific issues.

Identify and implement best practice by using over 25 years of senior management experience.

Deliver significant measurable improvements to help the company to run more efficiently and improve profitability.

Provide a cost effective short-term resource. If your existing staff do not have the knowledge or skills to carry out specific tasks we will undertake them for you without involving you in any long-term headcount or payroll implications.

Apply our project management skills to ensure that programmes are delivered both on time and to budget.

Provide an additional long-term resource in large-scale transformation programmes where more support is required.

Establish, implement and mentor self-directed teams to generate innovative ongoing results.



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Do they have expertise in our field?

If you are in retail, buying, production or distribution then Holrich Consulting has the expertise to match your needs. Below are some case studies and a brief summary of the experience of the consultants.

The management of major strategic change projects in a £5 billion food retailer with 4,000 stores and 250 suppliers achieving the following results:

- Reduction in the short-life fresh food order lead time from 3 days to 2 resulting in significant improvements in on shelf availability and reduced wastage.
- Development of a new promotion planning tool aiding buyers in supplier negotiations to maximise promotional impact.
- Development of a promotional forecasting process using SAS Toolset which increased sales by £20 million per annum across 1800 food stores.
- Re-engineered the range review process and developed a suite of tools to aid product performance reviews. A process now used by 4 trading teams across 180 categories.
- Development of a web based tool to assist buyers in competitor price management and price impact analysis.
- Implementation of new merchandising software across 180 buying categories and the development of an intranet solution enabling electronic delivery of merchandising plans which removed over 7 million paper documents per annum.
- Introduction of an e-tendering process for own-label products.

The management of major strategic change projects in Small & Medium Enterprises:

- Project management of the building and fitting out of new office blocks, the refitting of warehouses and design and installation of racking, lighting, equipment and machinery.
- Consolidation of 4 premises into one building realising significant savings in rent, labour and associated costs whilst implementing a new shift system and consolidating HGV fleets.
- Sourcing and installation of computerised warehouse stock location and stock management systems.
- Creation of manuals and the training of management and staff for major PLC's and SME's in Human Resources, Performance Reviews, Health & Safety, Operational Procedures and Environmental Policies.



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How will their help improve the bottom line?

We will agree with you the objectives you wish to achieve - both operational and financial - and clearly map out the way the project will progress.

We will be focusing solely on the problem without distraction and by doing so we will typically achieve results in 6 months that could take your managers 2 years or more to achieve.

This will bring significant financial savings to the company much quicker and your key staff will not be working out of their skill depth and making costly mistakes. We will work closely with you and your staff throughout the implementation of the change to ensure that the new processes are fully understood and workable.

You will be able to measure our success as you will receive weekly updates of the progress we are making and the milestones as they are achieved.

We will agree our fee structure before we start and will keep you up-to-date with all costs so you can be assured that we will be working within the agreed budget.



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About Holrich Consulting

Holrich Consulting is an independent consultancy which is not bogged down by burgeoning management structures.

We are based in Wigan and work exclusively in retail, buying, production and distribution. Each partner has over 25 years senior management expertise in these areas.

My name is Mark Holloway and I am the Managing Director of Holrich Consulting.



I am a dedicated and enthusiastic professional project manager with extensive senior management experience in the retail sector encompassing Sales, Buying, Merchandising and Project and Programme Management.

I specialise in the development and implementation of strategic initiatives aimed at improving profitability and process efficiency.

I am a strong motivational manager who coaches and empowers individuals to enable them to fulfil their potential whilst ensuring that they add value to the business.

Qualifications

Master of Business Administration - University of Stirling Jan 2004

Member of the Chartered Management Institute

Key Achievements

I have managed major change programmes and coordinated the work load of a large team of consultants over the course of 3 years which delivered:

- A new promotion planning tool to aid the buyers choose the best promotion types and provide forecasts to stores ordering systems. This tool is delivering an additional £18m per annum gross margin to the retailer.
- The development of a promotional forecasting process using an SAS Toolset which increased sales by £20 million per annum across 1800 food stores.
- The introduction of a new assortment planning process to 4 trading teams across 180 product categories.
- The development of a web based tool to assist buyers in competitor price management and price impact analysis.



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Career History

The Co-operative Group

Supply Chain Project Manager

Key achievements: Managed the reduced store order lead time project, managing a cross functional business team to deliver a reduction in the order lead time from 3 days to 2 days across all fresh food categories in 4000 Co-operative stores. This delivered increased sales and reduced wastage by £5m per annum.

Trading Project Capability Benefits Lead

Key achievements: Managed the development and delivery of trading benefits projects within a budget of £7m with delivery of benefits of £25m per annum through improvements in assortment and space, price and promotions management.

Head of Project Development

Key achievements: Managed the development and delivery of all trading projects, which included setting up a new e-tendering process. I also managed the Central Merchandising Team and developed a web based system for delivering merchandising plans to the Co-operative Group stores.

Business Process Development Manager

Key achievements: Developed a new ranging communication process between the Buying and Trading teams. Also implemented a communication process between the Supplies Support Team and the Co-operative Retail Trading Group.

Operations Manager - CRS

Key achievements: Managed the integration of the Buying and Administration Teams into the Co-operative Wholesale Society during the merger period with Co-operative Retail Services (CRS).

Contact Us

If you would like to discuss your requirements please contact Mark Holloway:

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e-mail: Holrich Consulting by completing the form on the 'contact us' page of our website: www.holrichconsulting.co.uk and clicking on the 'submit' button.

Please note that any communication will be treated with the utmost confidentiality