

Assignment Profile	<b>iForce</b>	Nov 05-Oct 07
Role	Project Manager	
Clients	Boots.com, Waitrose Wines Direct, John Lewis Direct	

**Value delivered**

- **Proved out formalised Project Management methodologies in this rapidly developing and dynamic organisation to the point that the role was superseded with six people, including a Board Member as Head of Integrations.**
- **Integrated formalised Project Management Processes and tools into the organisation.**
- **Consistently delivered defined solution to required quality, on-time and on/under budget.**



**Project Profile**

**Boots.com** - £1m investment to fit out and set up a new £6m pa e-fulfilment operation in a brand new 160k sq ft (14.9k sq m) warehouse. Subsequent £800k investment to enable site to cope with 100% year on year growth 2006-2008.

**Waitrose Wine Direct** - £650k investment to re-develop an existing site for this quality wine supplier.

**John Lewis Direct** – Limited investment to establish satellite warehouse and order consolidation for this prestigious retailer's on-line sales channel.

**Features**

**IT** – Considerable functionality written on the proprietary system to cope with batch, vintage, best before dates and to manage order consolidation across multiple sites. Usual customisation to provide full interface to Web Front End and fraud/financial control. Core change to allow zoned bulk picking & outsort as against sequential order picking

**Physical** – Fit-out or refit to shell from power distribution up to rack/shelving/cage installation and wire guidance. Wherever possible, future-proofed for foreseeable developments. Client & Principal Contractor roles within CDM2007.

**People** – Recruitment and training of 120-600 (peak) people

**Cutover** – Controlled cutover from existing suppliers and systems with full backout to provide contingencies

**Quality** – Seamless transitions allowing the operations teams to succeed. Waitrose Wines Direct have just exceeded over 100 days with zero defects.

**Client Profile**

**iForce** is one of the UK's leading e-fulfilment and returns logistics businesses, offering end-to-end solutions to their clients' business challenges. Founded in 1998, iForce has pioneered the development of traditional fulfilment skills, processes and technologies for the e-commerce world. iForce has approximately 400 staff and over 1.2 million square feet of warehouse space in seven UK locations serving the UK and Continental Europe. Clients today include: John Lewis, House of Fraser, Tesco, Boots.com, Waitrose Wine and Greene King.

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