

Automation

A Journey or a Destination?

John Munnelly
Partner & Head of Operations



JOHN LEWIS & PARTNERS

COMPANY BACKGROUND



150+ years of
John Lewis



Spedan Lewis



Yesterday's Challenge

Today's Reality

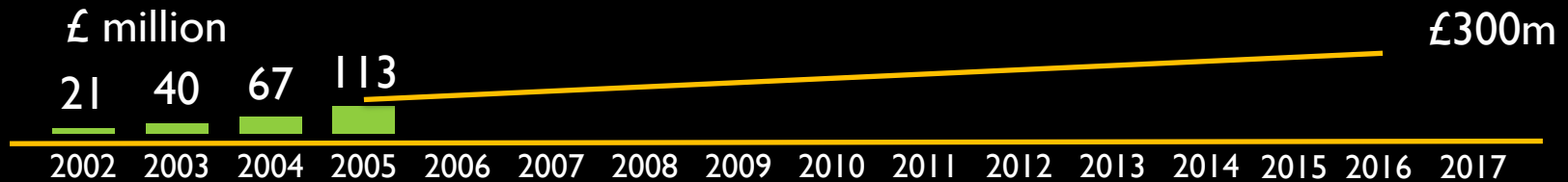


More Shops!



Online growth - Forecast

“No bigger than an average
Department Store”





Capability
back then...



Monday



Tuesday



Wednesday



Thursday



Friday



Lead times
measured in
Days!



**Too
much
Stock in
the**



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Where we are today

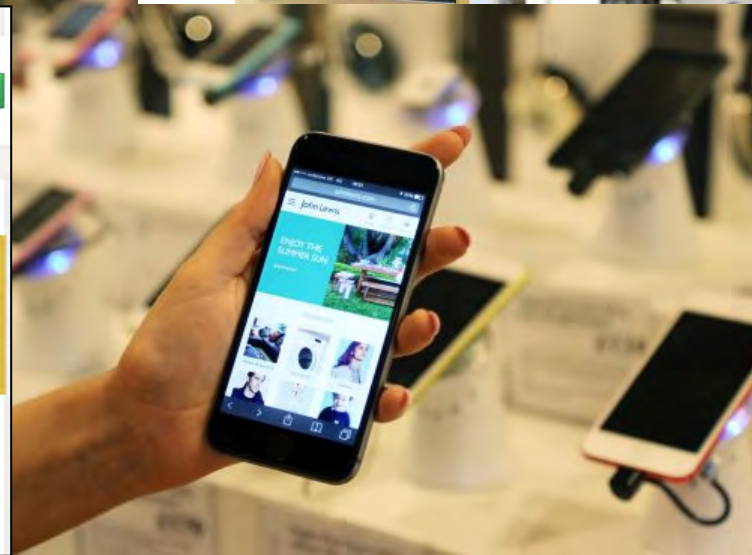
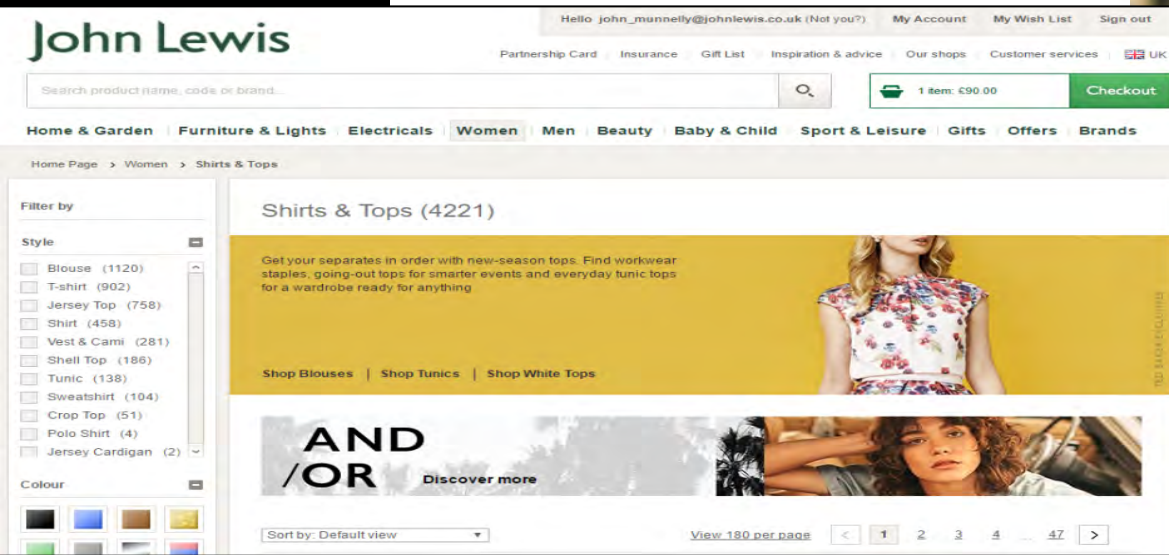


Selling Branches

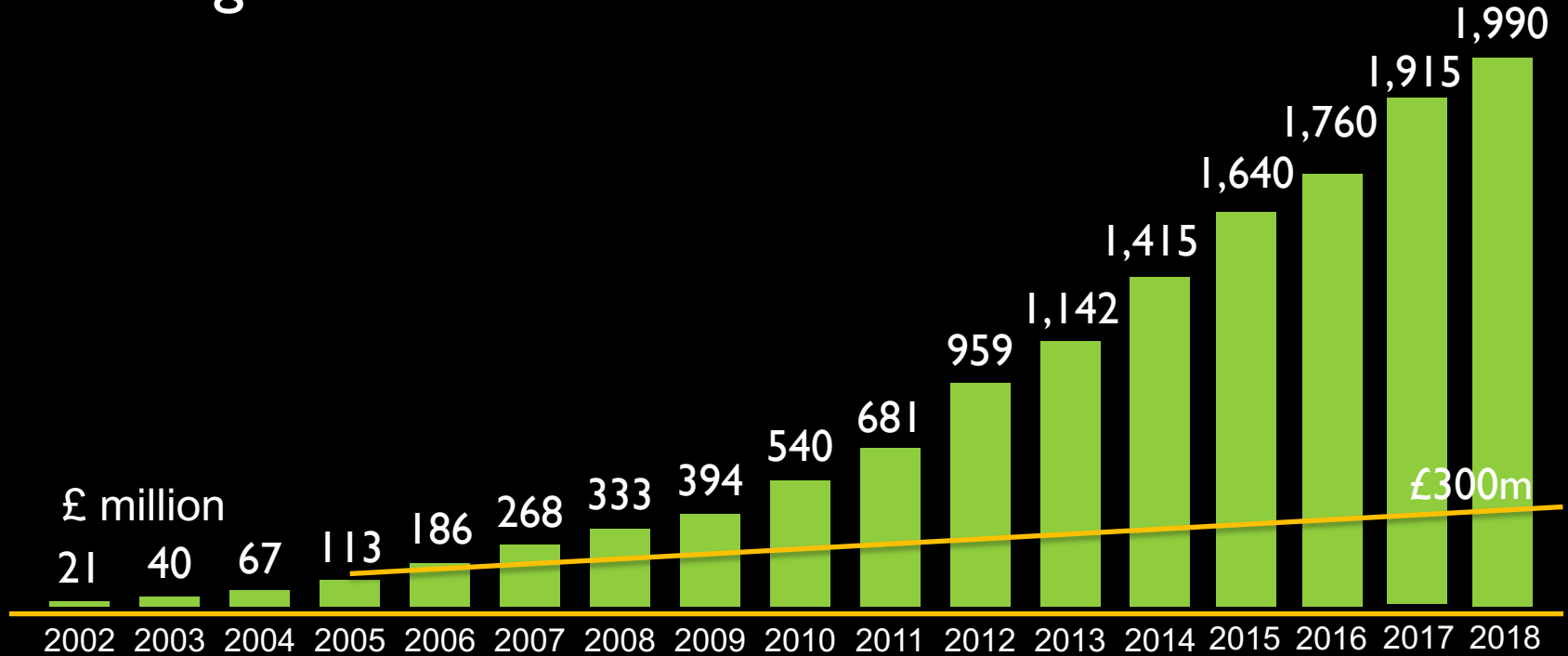
Where we are
today



On-Line
Where we are
today



Online growth - Actual



A 50/50 business

Channel split in 2018



Channel split in 2020



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Our Automation Journey



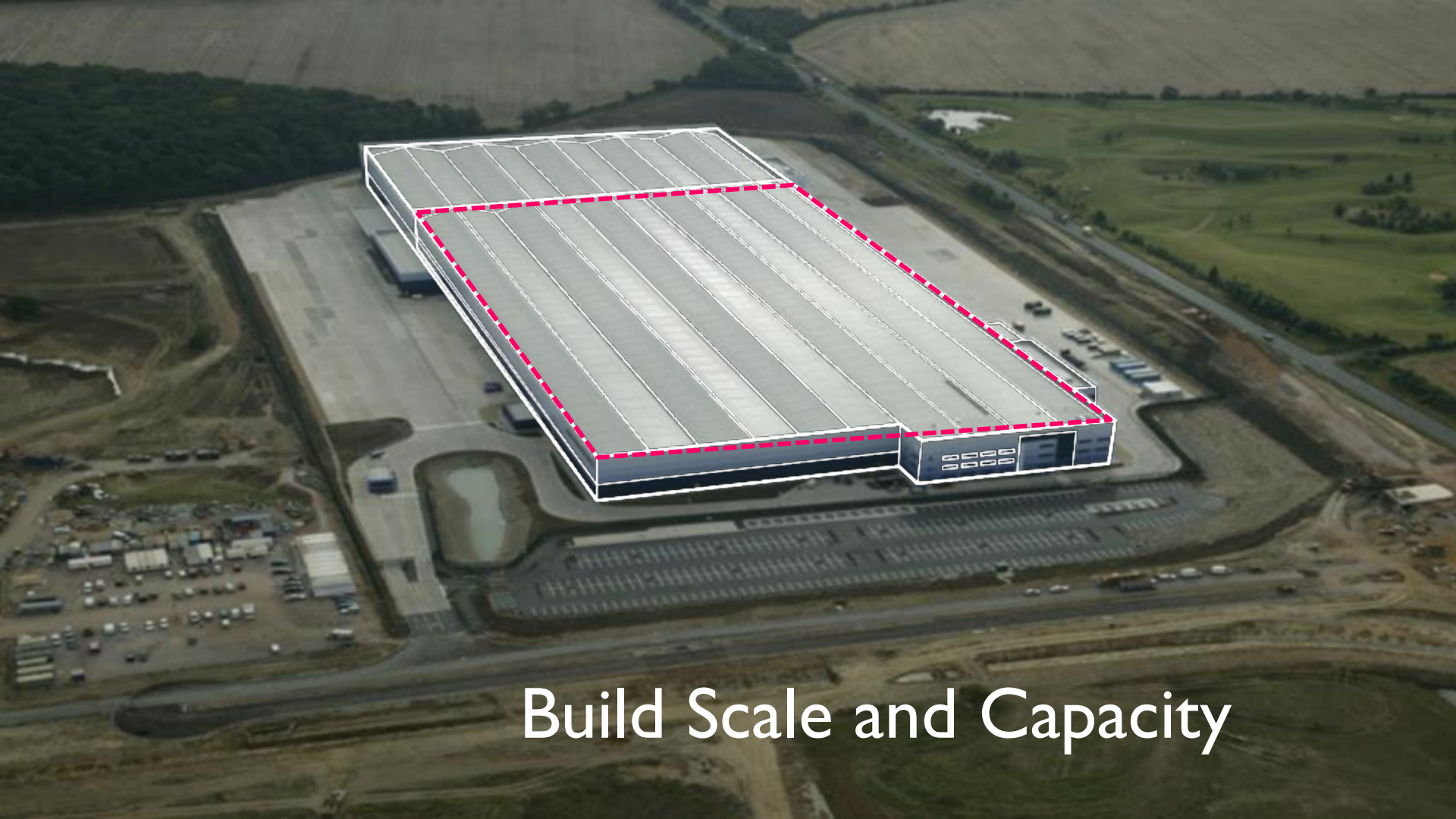


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Magna Park

I

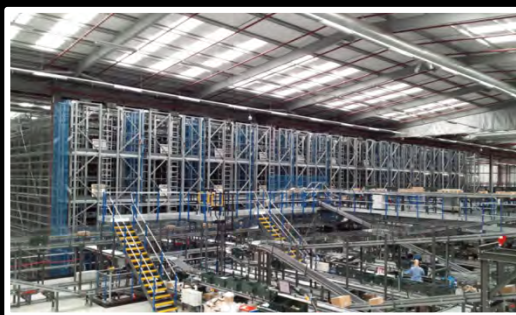




Build Scale and Capacity



2011



2013



2015



2012



2014



2016

Modular

2012

Programme

Q





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Magna Park Campus

Waitrose

John Lewis
MP2

John Lewis
MPI

John Lewis
MP3

Network Consolidation - **£250m** Investment



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Magna Park Campus

8 legacy operations collapsed into 2 new NDC's in 2016/18

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Magna Park

2



Campus Link Bridge



Automated Hanging Garment Solution



YLOG Multi Directional Shuttle



Pallet Storage Highbay



Hanging Garment Put Stations



Automatic Carton Finishing Lines



Migration to Magna Park



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Investment Benefits





Reduction of approx. **45% of resource**



Outbound parcels reduced by **circa 1.1m per year**



Improved Customer Proposition

More fulfilment for our Partners

TED BAKER
LONDON

BOSS
HUGO BOSS

MINT VELVET

RALPH  LAUREN

HOBBS
LONDON

YVES SAINT LAURENT

Dune
LONDON

coast

Phase Eight



One weeks customer demand in **2009** was 1.5 hours of demand in
2018

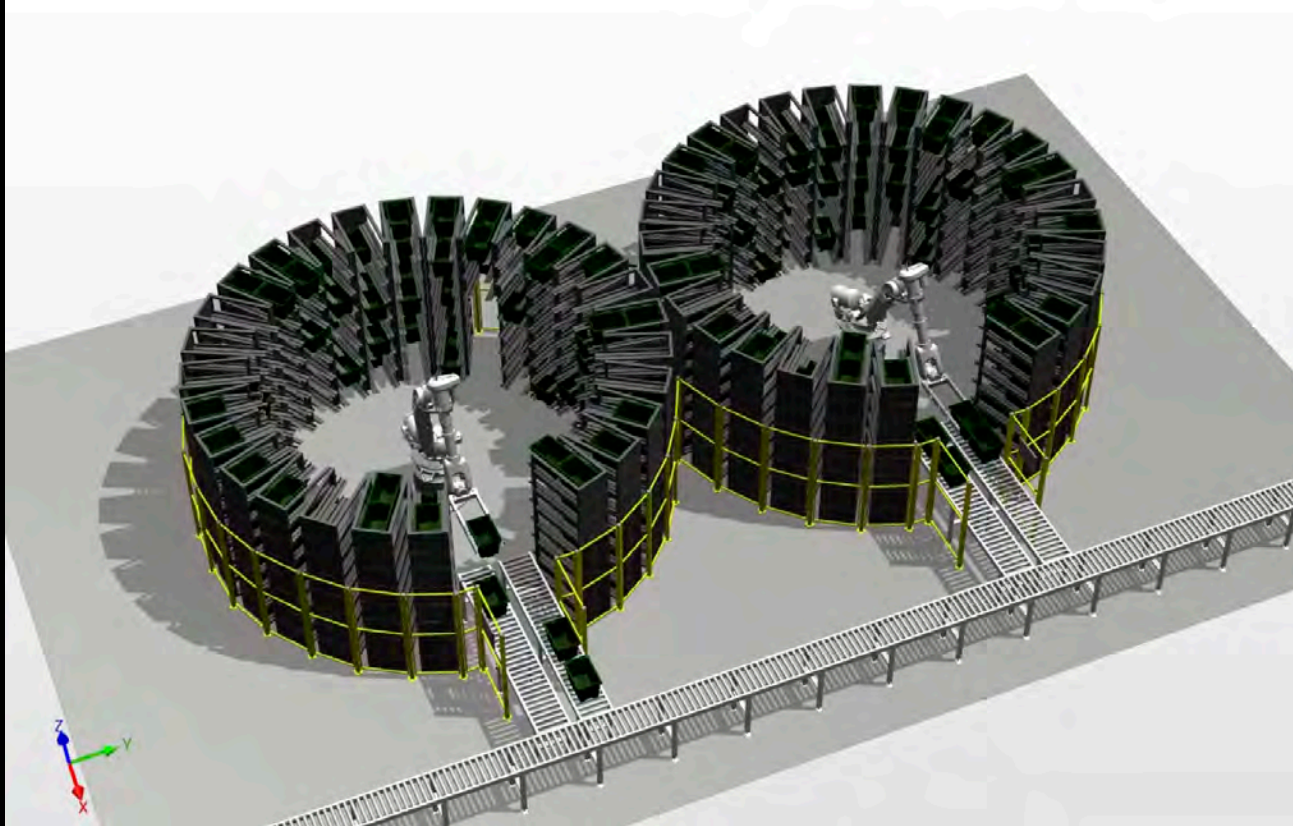
70% On-Line Demand

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Future Developments

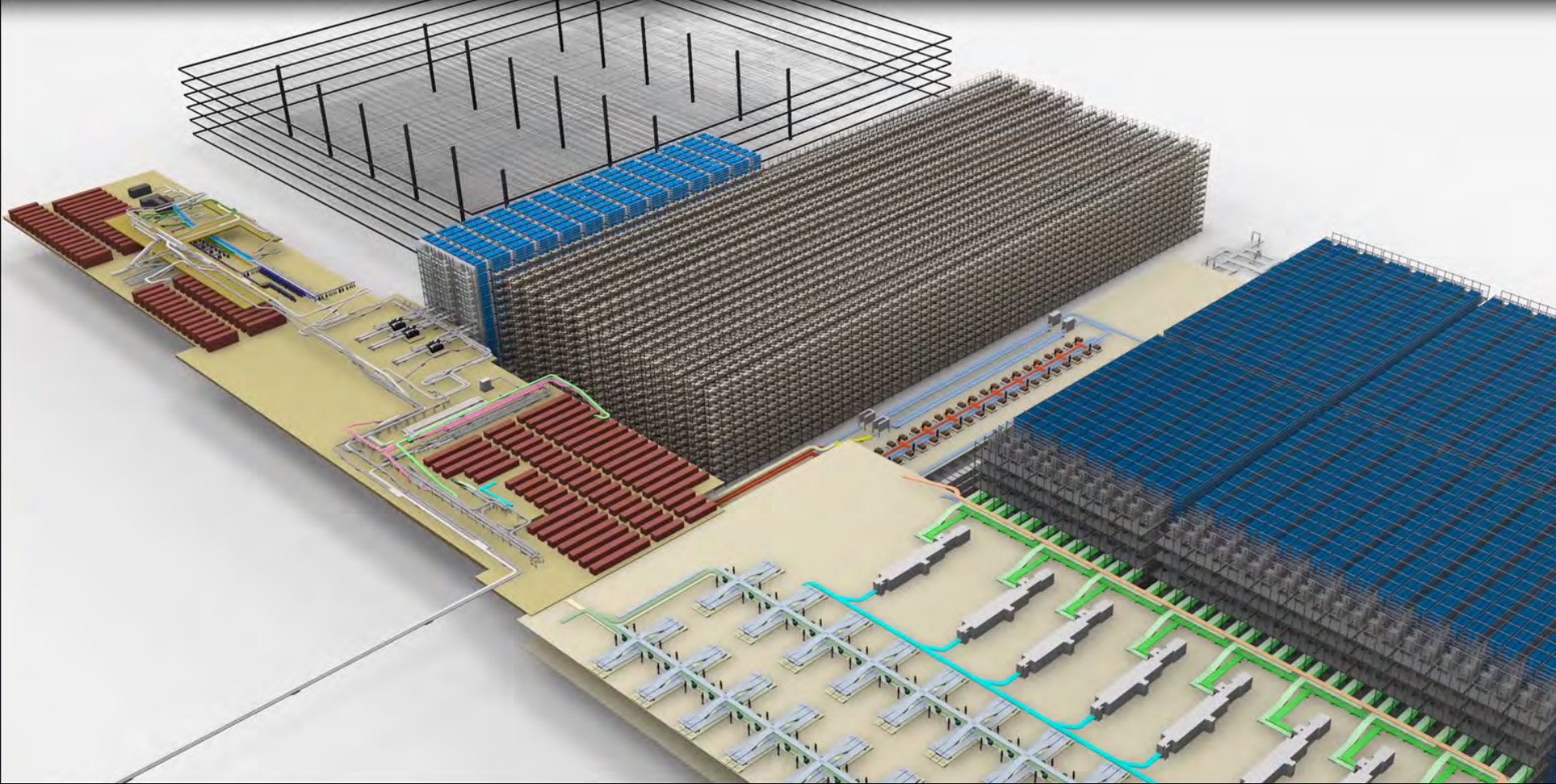


ABB Robotics



Pallet Storage Highbay Extension





Conceptual Design 2025

Future Challenges



Black Friday



Channel Mix



Productivity



Resource

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Where we are today



Key Insights

from our **Journey...**

Dependability

From back of house to the **Front Line**

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Flexibility

Expensive but **fundamental**



Capability

Logistics is the New Retail!



Thank You

