

Case Study

Business Transformation: High Value Retailer

The Challenge

To deliver the people strategy and manage the change process: to grow the business for an IPO or trade sale within 5 years, to open 100 stores operating at around £1m turnover per store, to grow organically without external funding.



The Issues

- Succession versus New blood
- Retention and Motivation
- Developing the new business profile



The Methodology

- Assessing personality and developing personal skills
- Coaching and developing the CEO and Managers
- Recruiting, supporting and energising
- Joint people-strategy planning
- Personal support on call
- Reflective challenge



The Results

- Structural hierarchy established for future growth
- People problems resolved compassionately
- Retention of new managers beyond their honeymoon
- Trade sale 12 months ahead of schedule
- Turnover increased from £7m to £70m
- Profit increased from £100k to £8m
- High Performance Team culture throughout the business



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