

Resource and Efficiencies Savings for Harrods using Supplier Exchange

UK Retailer Harrods were incurring significant resource and physical costs through extensive use of paper based methods to manage their existing supply chain and identified a need to reduce the paper trail and become more efficient. Having identified the savings incurred by another large UK retailer already using the Traceall Global Supplier Exchange system, Harrods decided to follow in their footsteps and implement the same system to manage their supply chain.

Their key aim was to radically reduce the amount of paper they created and received for their retail products such as product specifications, info on new product lines, audit reports etc and automate the traceability trail and maximise cost and resource efficiencies. The key challenges facing them included:

- Visibility of the suppliers and their products across the full supply chain
- Lack of traceability around quality standards, certifications, hygiene processes, site auditability and sustainability practices.
- No centralised supplier database adding extensive time delays sharing data across other departments within Harrods
- Sporadic methods of traceability and accountability, impacting quality control and increasing risk.

Traceall Global worked closely with Harrods to agree and document their current supplier management process and used this information to create a bespoke version of Supplier Exchange that reflected the various stages in their process and added real-time validation to the data. Logic was applied to ensure suppliers completed the correct information in the correct order to ensure the appropriate information was gathered. Multi user access points were created to enable different user views and permissions across the organisation from procurement to IT to Food Technical.

The focus was to ensure Harrods' suppliers provided the relevant information and appropriate up-to-date supporting documentation via their SAQ on Supplier Exchange to ensure they met the criteria to be a prequalified supplier of Harrods. It also provided Harrods with a full view of their entire supply chain database as well as giving them control over all aspects of the process.



There is no limit on the number of suppliers registered to use the system and no limit on the amount of information the organisation could collect on each supplier.

Supplier Exchange has given Harrods the ability to grow their supply chain without the need of expanding resource within their

technical and quality department and significantly reduced the time required for on-boarding suppliers.

By collating data on areas such as product ingredients, nutrition, intolerances and allergens, production techniques, packaging information etc, Harrods have the ability to manage customer complaints as they can identify the full supply chain flow from field to fork.

As well as increasing the number of suppliers and having more control over them, Supplier Exchange drives Harrods suppliers to update and maintain their own records through a series of alerts and reminders, freeing up the Harrods technical and quality team to focus on other key tasks such as expanding the range of suppliers and product lines and analysing the reports generated from the system to maximise efficiencies.

Ann Dunne, Head of Product Development and Quality at Harrods said, “Supplier Exchange has radically improved the way we monitor and manage our supply chain. The system alerts suppliers when certifications and accreditations need to be updated and provides an easy platform to display new product lines. It has helped us make significant savings within our food technical department in terms of resource and supplier on-boarding”.