

## FOOD RETAIL

# Harrods

Resource and efficiency savings using Supplier Exchange

CLIENT	SECTOR	SOLUTION	CONTACT
Harrods	Food Retail	Supplier Exchange Platform	Ann Dunne, Head of Product Dev &

Harrods were incurring significant resource and physical costs through extensive paper-based methods to manage their supply chain. Having identified the savings achieved by another large UK retailer using TraceAll Global's Supplier Exchange, Harrods decided to implement the same system — with the key aim of radically reducing paper, automating their traceability trail and maximising cost and resource efficiencies.

### Key challenges

- ✓ No visibility of suppliers and their products across the full supply chain
- ✓ Lack of traceability around quality standards, certifications, hygiene processes and sustainability
- ✓ No centralised supplier database — extensive time delays sharing data across departments
- ✓ Sporadic traceability and accountability methods increasing risk and impacting quality control

### The solution — Supplier Exchange

TraceAll Global worked closely with Harrods to document their current supplier management process and built a bespoke version of Supplier Exchange reflecting their specific workflow stages, with real-time data validation built in. Multi-user access points were created across procurement, IT and Food Technical teams. The focus was ensuring Harrods' suppliers provided the relevant information via their Self-Assessment Questionnaire to be pre-qualified as a Harrods supplier.

### Platform capabilities delivered

- ✓ Full supply chain database visibility at group level across all departments
- ✓ Supplier self-management — alerts and reminders drive suppliers to keep records current
- ✓ Product ingredient, nutrition, allergen and intolerance data per product line
- ✓ Field-to-fork traceability enabling full complaint investigation capability
- ✓ Multi-user access with role-based permissions from procurement to Food Technical
- ✓ No limit on number of suppliers or volume of data collected per supplier

## Unlimited

### Supplier capacity

No limit on number of suppliers or data volume —

## Significant

### Resource savings

Significant savings in the Food Technical department

## 100%

### Supply chain visibility

Full field-to-fork traceability for every product line across

## Self-managed

### Supplier records

Suppliers update their own certifications via automated

## Key outcomes for Harrods

- ✓ **Supply chain growth without headcount increase**  
Supplier Exchange gave Harrods the ability to grow their supplier base without expanding their technical and quality team — the platform handles the administrative workload.
- ✓ **Supplier self-management via automated alerts**  
The system drives Harrods' suppliers to update and maintain their own records through automated alerts and reminders — freeing the team to focus on expanding supplier range and product lines.
- ✓ **Field-to-fork complaint management**  
By collating ingredient, nutrition, allergen, production technique and packaging data, Harrods can now manage customer complaints by identifying the full supply chain flow for any product.
- ✓ **Multi-department data access**  
Different user views and permissions across procurement, IT and Food Technical ensure each team sees the data relevant to them without compromising data integrity or control.

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*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.*

**Ann Dunne**

Head of Product Development and Quality, Harrods