



# Merchandising, Planning & Buying

First Friday is a leading provider of consulting, change management and training services with a portfolio of 100+ clients across the UK, Europe, South Africa and the US.

Our team is unique; everyone at First Friday is a retailer by trade. Not only have we worked at senior levels in merchandising, planning and buying in the past, but we work with world class retailers every day. Because we understand the business you're in, we start adding value the minute we step through the door.

## What do you want from your business?

Maximise profit

Optimise stock levels

Constantly surprise & delight your customers

Get the best from your staff

## What are your challenges?

- Are you struggling to persuade your leaders that an effective commercial team can add to your bottom line?
- Do you need support in setting up a merchandising team with an effective structure, processes and tools?
- Are you looking to implement new systems?
- Are you getting the most out of your current systems? Are they fit for purpose?
- Do you have a lot of young and eager but inexperienced people in your teams?
- Are you struggling to implement KPIs, processes and organisational structures to cope with the ever increasing complexities of multi-channel, international, wholesale and franchising?
- Do you aspire to have a training academy which develops your teams/individuals from induction to senior management?
- Are your processes inconsistent & managed using unstable spreadsheets?
- Do you have a temporary need for experienced hands to help your commercial team?
- Do your ranges create enough excitement for your customers?
- Are you looking to reduce old poor performing stock and turn your stock faster?

# How can First Friday help?

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## Systems transformation and business change:

We have extensive experience in large scale system change. Our consultants are unique in possessing technical, business and project skills so they can flex deliverables to meet your specific needs.

As well as supporting your team's journey through traditional change management deliverables such as communications, training and overcoming resistance, we help your team to embrace change by helping with the detail - design of processes, roles and responsibilities, business cutover, user acceptance testing etc.

## Organisation design

Whether you're restructuring, reviewing your business performance or setting up a new business or department, organisational design is a crucial factor which supports success. We can help you design your organisation to ensure that you have the right structure, hierarchy and roles in place to enable you to meet your strategic goals and objectives.

## Processes and tools

We evaluate, enhance or develop processes that deliver consistency, control and visibility across your commercial function. We embed processes, tools, meeting frameworks and ways of working.

## Academies

We develop training academies which comprise of a framework of learning and development to support an individual from induction through to senior management.

## Management and leadership development

Learning solutions include tailored management or leadership development programmes, individual workshops, bite-sized learning chunks, one-to-one coaching and strengths-based psychometric tools to support individuals, teams and leaders in maximising their effectiveness.



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## Training

We are more than just skilled trainers; we have done the job so understand retail processes, systems, KPIs and pressures. As a result we are able to offer specialised training to suit all levels of job skills and job roles. Our practical, relevant and structured approach uses real life business scenarios to bring training to life and means we are the go-to organisation for retailers.

We can tailor training specifically to your brand and your requirements or we can offer you one of our tried and tested First Friday solutions.



## Assessment centres

We can develop and run assessment centres for areas such as promotion readiness, new recruits, technical skills and team working.

## Job descriptions, competencies and KPIs

We build capability in organisations to help people achieve optimum performance by ensuring that their roles and responsibilities are clearly defined, competency levels are articulated and understood.

## Interim resource

Experienced senior merchandising, planning and buying professionals to help you deliver specific challenges that you are embarking upon.

"This was a huge strategic change for us and First Friday were integral to it. They have a deep background in retail and they add value as soon as they walk through the door"

"Even their body language is retail. They are head and shoulders above other change management and training companies"

# First Friday are the one-stop shop for retail expertise



## Change Management & consulting

Whatever change your business makes, it's your people who will ultimately cause it to succeed or fail. We build capability within your business to deliver sustainable change.



## Training & development

We help people to do their jobs more effectively, offering expert-led training in skills, capabilities, systems and new ways of working.



## Systems transformations

We have extensive experience in large scale systems change and we focus on how the people, system and processes all work together.

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## What do retailers ask us to help them with?

