

ANDREW BISSON



An independent consultant specialising in organisational effectiveness and hands-on transformation within the retail sector.

He is passionate about working with people and has managed large project teams in varied environments internationally.

He is equally comfortable working on the shopfloor as presenting in the board room.

In his time with Cap Gemini Ernst & Young he developed a breadth of experience and a solid grounding in methodology-based consulting. After 3 years in Australasia, he moved back to the UK in 2007.

Recent years have seen him engaged across many of the world's biggest retail businesses.

Prior to consulting, Andrew worked as an Operations Project Manager for British Airways.



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- **Selfridges, London, 2016-17**
 - Appointed as Change Director to support the Executive Team in the set-up and management of a £300m transformation programme.
 - Concurrently led a head office reorganisation to refocus the business on the customer.
- **Debenhams, London, 2015-16**
 - Led a head office wide transformation addressing issues of size, shape, cost and capability across all the head office functions.
 - Landed a £9m annual cost reduction and brought in new capability to bolster product development and international market expansion across franchise and digital stores.
- **Argos and Homebase, Milton Keynes, 2015**
 - Org diagnostic to deliver cost and effectiveness improvements.
- **Arcadia Group, London, 2013-4**
 - Working directly for the Arcadia CEO, devised and led a programme of activity to transform Arcadia into a true multichannel business both in the UK and Internationally.
 - Invented and fronted an award-winning event for all 45k employees.
- **Marks and Spencer, London, 2013 / 2015**
 - Led the re-organisation of eCommerce to align with wider business.
 - Returned in 2015 to drive .com ownership harder and deeper into the core business.
- **Waitrose and John Lewis, Bracknell and London, 2010-12**
 - Programme Director for a £40m people, process and technology change initiative across the John Lewis Partnership. Led a mixed internal/consultant team of over 100.
 - Programme led to working changes for all 80,000 staff and a complete reorganisation for 1000 strong HR teams.
- **John Lewis Department Stores, London, 2009-10**
 - Appointed as interim Head of Organisational Development to lead the retailer through their greatest ever year of change.
 - Guided a large portfolio of change initiatives in Shops, Head Office and the .com communities - captured through the BBC documentary.
- **Tesco, Cheshunt, 2007-8**
 - Facilitated Tesco's 5 year ops development plan encompassing all major changes to stores, distribution and head office.
- **Reliance Industries, Mumbai, Sydney & London, 2005-6**
 - Led a global team of 80 in designing India's first large-scale supermarket chain.
 - Advised on the store roll-out strategy, including induction and training of 1 million new staff members.
- **Tesco, UK Nationwide, 2002-3**
 - Accountable for design of 12 business cases, identifying over £8m opportunities (e.g. shrink/availability/waste).
 - Managed a Tesco 'hothouse' store - a live innovation environment to design and test new processes, technology and ways of working.



*"You've taught us a great deal about complex change and led us through some very testing situations."
Managing Director*

*"Andrew's drive, turnover and speed of work are outstanding. He has left a lasting legacy for our team."
Director, Operations Development*

*"He (Andrew) did an amazing job of blending a team from so many cultures and leading them towards one common goal."
Director of Retail Operations*

John Lewis

TESCO

Reliance
Industries Limited