



[LONDON, June 2017]

John Lewis Magna Park is Recognised for Excellence

A strong desire to continually enhance its customers' experience ensured John Lewis's semi-automated national distribution centre at Magna Park (one of six distribution centres in the John Lewis supply chain around the UK) achieved four-star recognition in a recent EFQM Recognised for Excellence (R4E) assessment.

Launching the Magna Park Distribution Centre in 2009 was critical to the success of the John Lewis Partnership supply chain strategy and to align to double-digit omnichannel growth.

The distribution centre is a multi-award winning, state of the art logistics facility which handles small, 'binnable' and Hanging Garment stock, serving the business with a 'little and often' replenishment strategy to its branches and the fulfilment of johnlewis.com online orders.

It is comprised of two interconnected distribution centres, with a combined working area of 2 million sq. ft. Due to great investment in expanding the automation solution to increase the capacity and capability of direct to customer operations, including packing and pick to carton technology, it is estimated that 70% of online orders will be fulfilled here in 2017.

John Munnely, Head of Operations at Magna Park said:

"We pride ourselves on what we do, and relished the opportunity to go through the R4E process with BQF, to challenge ourselves, and to drive the next phase of our aspiration to be 'Best in Class'."

The BQF Lead Assessor commented:

The assessors were impressed with JLMP's strong desire to continually enhance its customers' experiences both for those making on-line orders and for its branches throughout the UK. It also understands the integral part it plays in the continuing success of the John Lewis Partnership and how it supports the brand by its successful operations. Its leading edge automation systems, managed with the support of its key supplier partners and leveraging the benefits of their employee ownership structure, ensure that innovations are continually being implemented to improve all aspects of customer focused processes.

----- ENDS -----

About BQF:

BQF is an independent membership organisation set up to promote, facilitate and reward sustained excellence in the UK. BQF's membership network helps members who are committed to continuously improving themselves through the use of a unique set of tools and services. Founded in 1993 by Government and leading UK businesses, BQF is Europe's largest corporate membership organisation dedicated to performance improvement.

[EFQM Recognised for Excellence](#) is Europe's leading recognition programme for organisational performance, and forms part of the [EFQM Levels of Excellence](#).

The [EFQM Excellence model](#) recognises organisations' approaches to identifying, prioritising, implementing and tracking improvements.

For further information, please visit <https://www.bqf.org.uk/> or contact us on 020 7654 5000.