

3PL BUSINESS EXPERT

PART OF 3PL DC ORGANIZATION (H&M)

3PL BUSINESS EXPERT		
„WE ENSURE WELL-FUNCTIONING INTEGRATION OF SYSTEMS (ESPECIALLY WMS) AS WELL AS COMPLIANCE TO OPERATIONAL GROUP STANDARDS & EXECUTION OF CHANGES“		
RESPONSIBILITIES: - Maximize operational excellence by educating 3PL in the H&M WM system functionality and key work processes - Monitor and support wellfunctioning system integration - Support DC operations - Monitor system functionality and new system functionality developments, incl. interfaces WMS, WCS and PLC - Communicate change requests from 3PL to 3PL-DC Mgr./ Reg. S&Ops - Distribute & translate release notes to 3PL and monitor execution - Ensure all systems work as expected and are used correctly to aspire best service to the stores and to secure that business is not interrupted - Ensure an effective and efficient incident management when needed (e.g. participate in "bridge calls", incident reporting) - Ensure high quality level of all decided IT system related procedures and monitor correct implementation - Conduct business process audits regarding compliance to group standards - Act as PSR and NCG speaking person to global functions and local Sales and monitor compliance to PSR, sustainability and NCG standards - Support DC Mgr. to ensure all operational, system and service requirements to the 3PL and operational changes are implemented and met (e.g. ensure system release updates)	COMPETENCIES: - Strong expertise in DC-level technology infrastructure and supplementing systems experience - Functional competencies for supporting technology and system-related operations and incidents - Strong operational DC log. expertise & process understanding - Proactivity in problem-solving and hands-on attitude to resolving incidents - Ability to understand system features and updates within a given time frame as well as ability for knowledge transfer - Strong communication & coordination skills - Ability to collaborate and co-create with others - Agile mindset with a positive attitude to change and meaningful growth - Inclusive and empathetic towards others whilst encouraging diversity - Ability to understand your impact to others and contribution to the bigger picture	PERFORMANCE METRICS: - DC System Service Performance - Availability - Functional Coverage - Incidents Service Performance - DC Service Level Performance KEY DECISIONS: - Communication of change requests KEY COLLABORATION PARTNERS: KEY COLLAB. PARTNERS: 3PL (external) 3PL-DC Mgr. 3PL DC Controlling Mgr. 3PL Transport Coord. 3PL-Advanced users (if exist) - WR-Reg. Implementation - Retail Stores

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- Together with the DC Management team, communicate and follow -up logistic goals and KPI's with the objective to achieve great customer service, profitability and result for all brands and channels. - Ensure and follow up on best practice working procedures - Ensure efficient and sustainable working processes at all areas and levels of the logistic operation. - Space management; plan and follow up on capacity together with the DC Management Team - Collaborates closely with DC management team to prevent loss - Support and therefore ensure accurate and in time deliveries to customers through optimal capacity and lead time control - Keep up to date on campaigns or other important sales related information and ensure a well - functioning supply chain to the customers - Ensure best possible product care in the logistic site, all connected working areas and during domestic transportation to the customers - Ensure compliance to H&M logistic operational best practice work processes, in all areas. - Ensure a high customer satisfaction level through a reliable logistic operation