

# OPERATIONS MANAGER ( 3PL operated DCs)

## OPERATIONS MANAGER

**„WE MONITOR AND GUIDE OUR 3PL PARTNER TO RUN EFFICIENT DC OPERATIONS FROM INBOUND TO OUTBOUND, ENSURE SERVICE LEVELS, COMPLIANCE, AND DRIVE CONTINUOUS IMPROVEMENTS IN LINE WITH SET TARGETS FOR SERVICE, EFFICIENCY, AND COST”**

### RESPONSIBILITIES:

- › **Monitoring 3PL DC inbound & outbound departments to maximize operational excellence, inventory accuracy, quality, efficiency and productivity** for ops activities, Inb./outbound, VAS, returns, moves, garment care and NCG,
- › Lead H&M advanced user to drive the business and performance.
- › **Support to ensure an efficient planning and optimization of the flow of garment** across all inbound & outbound departments
- › **Follow up the overall profitability based on cost effectiveness** through accurate planning & budget follow up and by using cost saving initiatives
- › **Lead the H&M department teams to ensure logistic capacity needs** in alignment with DC Mgr., where needed (based on forecast of regional flows & quantities; DC Manager to align with Regional Log. Sales & Ops, if needed).
- › **Support Inbound & outbound Departments to resolve issues & ensure close alignment with Controlling and Import / Export, Transport** where relevant.
- › **Monitoring and planning with 3PL management team to recruit, develop and retain workforce for Inbound and outbound** according to capability needs and forecasted capacity requirements.
- › **Proactively identify improvement opportunities** for operation activities to enhance operational performance and development.
- › **Follow up sustainability standards** and strive to minimize Co2 emission

### COMPETENCIES:

- › **Strong operational 3PL logistics expertise** to effectively support and develop the DC operations in alignment with our partners
- › **Deep understanding of end-to-end DC processes and garment flow, service level agreement with 3PL.**
- › **Solid knowledge in regional and global operational logistics standards,** service level promise (online/ stores), as well as **sustainability targets**
- › Strong **communication & coordination** skills
- › **Holistic view** to look at the bigger perspective with a **visionary approach**
- › Ability to **encourage collaboration, co-creation and people development** by empowering others
- › **Agile mindset** with a positive attitude to change and meaningful growth
- › **Inclusive & empathetic** towards others whilst **encourage diversity**
- › Self awareness, **understanding your impact on others** and contribution to the whole group

### PERFORMANCE METRICS:

- › DC Cost Performance & DC-SL Performance
- › DC Productivity & DC Compliance
- › Local Improvement Progress
- › Quality Assurance Performance
- › Loss prevention/ Sustainability targets

### KEY DECISIONS:

- › Operation Service Level and costs
- › Inb. / Outbound budget planning
- › H&M Personnel requirem., planning
- › Incremental improvements
- › Approach to resolve operational issues with 3PL partner

### KEY COLLABORATION PARTNERS:

- › DC Manager/ DC Controlling Mgr.
- › DC Business Experts/ Advanced user
- › Import / Export Manager
- › Transp. Mgr./ Facility, Safety, Security Mgr.
- › Project Mgr./ Cross functional dept
- › 3PL business partner