



Case Study: Supply Chain

Temple & Webster: Homewares and Furniture Retailer

Last-mile operating model and future supply chain network to address significant business growth.

PROJECT SUMMARY

LOCATION

Oceania

INDUSTRY

Modern Retail

TMX conducted a strategic review for Temple & Webster, formulating an optimal future supply chain network and last-mile operating model.

Client Challenges

Temple & Webster had been experiencing significant growth in the past few years. Their supply chain was outsourced and predominantly focused on fulfilling growth and servicing customers with minimal holistic strategy.

An in-house delivery trial identified a direct correlation between repeat purchases and high customer experiences, which prompted further investigation.

Approach

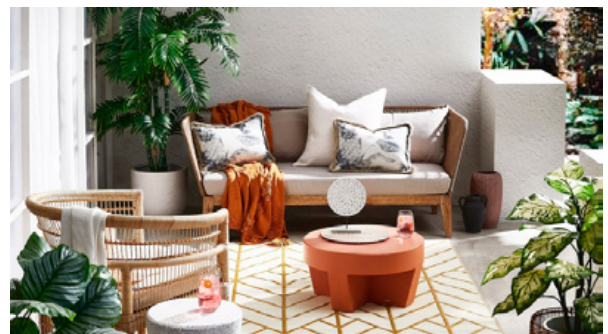
TMX undertook a strategic review and developed an optimal future supply chain network, last-mile operating model, and provided the client with a pragmatic transformation plan and business case.

Solution

TMX significantly contributed to project success by assisting the client in implementing a last-mile network strategy. This strategy, focused on supporting future growth, included exploring logistics fulfillment services and controlling bulk-goods delivery.

The project resulted in key recommendations to optimize costs and enhance the customer experience for sustainable growth.

TEMPLE & WEBSTER



Transform your supply chain

TMX Transform is an end-to-end supply chain consultancy, providing expert advice and practical, innovative solutions to businesses globally.

