

Customer Deliveries

- Developing customer delivery towards a changing customer shopping behaviour and increasing service demands.
- Creating a competitive local customer delivery offer for cash & carry customers
- Success of the next IKEA sales channel

1. Customer Delivery Concept
2. Retail Logistic Intranet site
3. IT solutions
4. Service offer and pricing strategy update
5. One order One Delivery
6. Returns
7. Transport
8. Transport Service Provider training
9. KPIs and Cost reporting
10. CSI development
11. Define Deviation Reporting
12. Next Sales Channel

2010: Global Roll Out of the NEXT Sales Channel version 1.0

2009: 10-12 tests & projects. Concluding the concepts. Documentation of the concept. Roll-out preparation

2008: 10-12 tests & projects, Concluding the concepts

2007: Establishment of program group, define road map and identify projects