



**Case Study: Strategic Project Services**

**Client: Tesco Stores**



**Project**

Starting in 2002 with a review of their approach to small store 'refreshes', Tesco subsequently extended Rider Levett Bucknall's involvement to encompass a comprehensive programme of new and existing stores. With an average annual capital expenditure of £250m, projects have included:

- 15 New Build Stores
- 45 Two Floor Trading Extensions & Refresh
- 8 Extension & Refresh Stores
- High volume roll-out programmes to 1500 stores
- 4 New Distribution Facilities plus 10 Refurbishments and extensions to Distribution Facilities
- 25 Dot Com Facilities to existing stores
- 200 Tesco Express Refreshes

**Our role**

In our position as a Strategic Project Services provider to Tesco, we operate on an ongoing long term framework agreement and work as an integral member of the team. Our remit is broad and flexible, encompassing a wide range of services including Project Management, Programme Management, Value Management, Quantity Surveying, Planning Supervision, Risk Engineering, Process Engineering, Communications Management and Helpdesk Services.

**Client benefits**

Rider Levett Bucknall have demonstrated commitment to absolute technical excellence through their ability to incorporate and deliver innovative solutions in a collaborative environment. By integrating our own business with that of the client's, we have been able to operate as a virtual department within the client's organisation.

This approach resulted in our becoming acknowledged as a 'trusted retail expert advisor' to Tesco, and as a result are the first point of call for advice when new challenges arise. The partnership and our simple, straightforward approach to projects and 'can do' attitude has enabled Tesco to deliver more projects quicker, cheaper and better.



**Testimonial**

"Rider Levett Bucknall's benchmark scores have reached 9 out of 10 in the last two reviews. Nothing is more fundamental to Tesco's corporate strategy today than maintaining this level of customer satisfaction. Their systematic, intensified focus on our needs and value creation represents best in class."

**Tesco Rollouts Team**

"Rider Levett Bucknall has continually demonstrated high levels of conscientiousness as well as great enthusiasm, often in direct response to quite testing challenge. (They) have impressed not only me, but also my peers and Director I look forward to Rider Levett Bucknall's continuing support"

**Steve Wallace, Feasibility Planning Executive- Tesco**



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