

Project Profile

Waitrose Limited

Client	Waitrose Limited
Client Sector	Food Retail
Project Value	Between £150-675K
Services Provided	Cost Management
Project Size	
Architect	
Contractors	



Since 2003, Waitrose, the convenience goods division of the John Lewis Partnership, have undertaken a comprehensive programme of store acquisitions, improvements and refurbishments. Throughout this period, Rider Levett Bucknall has provided Cost Management services to Waitrose across all spectrums of the programme.

Strategic Store Acquisition and Refurbishment Programme

Since 2003, Waitrose have relied on Rider Levett Bucknall Cost Management services to help secure the wholesale refurbishment and rebranding of more than of 30 'new' stores acquired from Somerfield, Safeway and Morrisons, to ensure the delivery of their UK-wide expansion programme.

Rider Levett Bucknall introduced fast track, 14 day procurement models during the 3 year project, which proved essential to the Waitrose business model, whereby a typical acquisition would take ten weeks to get to site, followed by a two week 24/7 close down period after which the branch re-opens for trading as a Waitrose.

Rider Levett Bucknall responded to the challenge by running project procurement in parallel with design information provision, thus creating a flexible model designed to deliver results, whilst accommodating change.

Rider Levett Bucknall also recommended that a Management Form of Contract was employed to generate a strong partnering ethos and sense of ownership throughout the supply chain.

The combination of these two elements was highly successful and enabled both effective cost control and successful delivery of a high quality store refurbishment roll-out. In recognition of this, Rider Levett Bucknall received Waitrose Development Awards in both 2004 and 2006.

Store Improvement Programme

Waitrose are currently implementing a £60 million capital investment programme of store improvements which is being rolled out across 107 branches nationally and is due for completion in May 2007.

A strong, existing relationship with Waitrose, forged over the previous 5 years, led to Rider Levett Bucknall being commissioned to project manage this fast track, roll-out programme.

The varied nature of the commissions, all of which were undertaken in a fully operational retail environment, required Rider Levett Bucknall to procure a range of services and skills to deliver elements including wholesale heating and ventilation services replacement, internal and external rebranding and full technological upgrades, such as 'chip and pin' installations. In a retail environment where no store closures were allowed, Rider Levett Bucknall continually utilized the necessary pro-active skills and experience to secure the successful delivery of the programme.