



UK Excellence Award Judging Submission

Practitioner

Nomination By: katie.leejames02@currys.co.uk

Nominee: [James Peacock](#)

Outstanding performance:

- Why are you nominating them?

James is a highly capable and high performing first line manager within our Customer Repair Centre Quality Assurance team, leading a small team responsible for screening, quality and compliance of product repairs. James has recently taken the lead on the creation of a quality assurance function within our eBay area with the objective to increase the teams output to meet growing customer demand whilst maintaining current headcount levels.

Due to the current climate we're seeing an increase in demand for refurbished and discounted tech products. Our eBay team were selling products as quickly as they were listed and struggled to keep a diverse range of products available. With a fresh pair of eyes and Continuous Improvement mindset, James has totally transformed this business area from the flow of work, changing pallet sizes, right down to how photos are taken and edited for listings and the results really show. This work has enabled a 400% sales growth through this channel.

Teamwork/leadership:

- What makes you love working with them?

James comes to work with an engaging positive attitude, always willing to try new things and an Agile approach. James approachable, down to earth management style created an open forum within his team meaning they could create new innovative solutions, quickly. James is creative and passionate about making improvements and whilst he often needs to be reminded to document the process along the way, when he does the improvements made are incredibly impactful.





Innovation:

- How do they think differently?

James has already made significant changes to the eBay team since starting work with them earlier this year and despite making measurable improvements James mindset means he is constantly looking for further improvement and new ways of working. James really takes the time to observe and measure the processes through time in motion within the team to a level of detail that means he can easily highlight pain points and guide the team to the right solutions. A PDCA, trial, error and learn approach comes naturally to James and its something he applies to all of his team ways of working.

He already has a plan ahead of further changes he is looking to make such as expanding their warehouse capacity so the team can create even more output, from 150 item locations to a whopping 565.

He's also working with his team to explore how they can diversify the product range even further to include microwaves and large screen TVs.

Without James proactive approach and positive mindset none of this would be possible.

Added value:

- How do they make things better?

In James time in the eBay area he has managed to quadruple the eBay team output, meaning more products in a more diverse range are now available to customers via our eBay store, meeting our ever-growing demand for refurbished tech. Before James worked with the team they had on average 100 live listings available, now they're averaging 435 live listings all the time. Whilst doing this James hasn't lost sight of quality or customer experience metrics, ensuring that returns rates are still low at 11.7% on average with no increase seen since the changes and 98.4% positive feedback on over 237k products sold. In addition to this James has also significantly reduced the consumables cost of the department, using his relationships with our packaging supplier to create new innovative packaging that not only saves the business £85k per year but also uses up to 75% less plastic.

