# Business Process Lead – Retail Interview Preparation Summary

## Core Competencies to Emphasize

• Process Standardisation & Optimisation: Mapping, analysing, and improving business processes.

• ERP & Systems Transformation: Aligning process improvements with system capabilities (SAP, MS 365).

• Stakeholder Collaboration: Facilitating workshops and engaging business leaders, IT teams, and vendors.

• Continuous Improvement & Governance: Monitoring and refining processes post-implementation.

• Retail & Merchandise Expertise: Delivering operational improvements across multi-brand environments.

## STAR-Based Responses for Key Questions

• Process Standardisation: Reduced planning cycle time by 30% at Wesfarmers Workwear by aligning merchandise & planning processes.

• Change Adoption: Achieved 25% adoption rate increase at Mecca Brands through tailored training and visual SOPs post-WMS rollout.

• Workshop Facilitation: Led workshops at Ducon Building Solutions that improved workflow efficiency by 20% and reduced admin touchpoints.

• Vendor Collaboration: Automated 80% of demand forecasting tasks during ERP transformation at Wesfarmers by aligning vendor capabilities with business needs.

• Continuous Improvement: Improved NPD workflow efficiency by 40% at Coles Group through process automation and optimisation.

## Strategic Talking Points for Kaitlin

• Retail-First, Consultant-Second Mindset: Emphasize your deep understanding of retail operations and practical solutions.

• Cross-Functional Alignment & Influence: Showcase ability to align IT, business, and vendors to achieve operational goals.

• Measurable Outcomes & Process Efficiency: Highlight quantifiable outcomes (cycle time, forecast accuracy, adoption rates).

• Future-Fit Technology Alignment: Demonstrate success in aligning processes with ERP and system capabilities.

## Final Tips for Success

• Be Outcome-Driven: Frame responses with quantifiable results using STAR.

• Emphasize Proactive Leadership: Highlight how you anticipate challenges and align processes with business goals.

• Show Retail Context Awareness: Reference work across Coles, JB Hi-Fi, Wesfarmers, and Mecca to showcase retail expertise.