

Which?

Best Online
Supermarket 2021



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August 2000
**OUTSOURCE
EVERYTHING**



A stylized illustration of a prehistoric landscape. In the center, a large, orange, conical volcano is erupting, sending a thick plume of white smoke into the sky. The sky is a mix of light blue and yellow, suggesting a bright day. In the foreground, there's a green field with several small, dark green pine trees. To the left, two long-necked dinosaurs (sauropods) are standing. To the right, a group of three Triceratops are visible. The background features rolling hills and more distant mountains. The overall style is painterly and vibrant.

**Project Initiation
Document**

**Requirement
Catalogue**

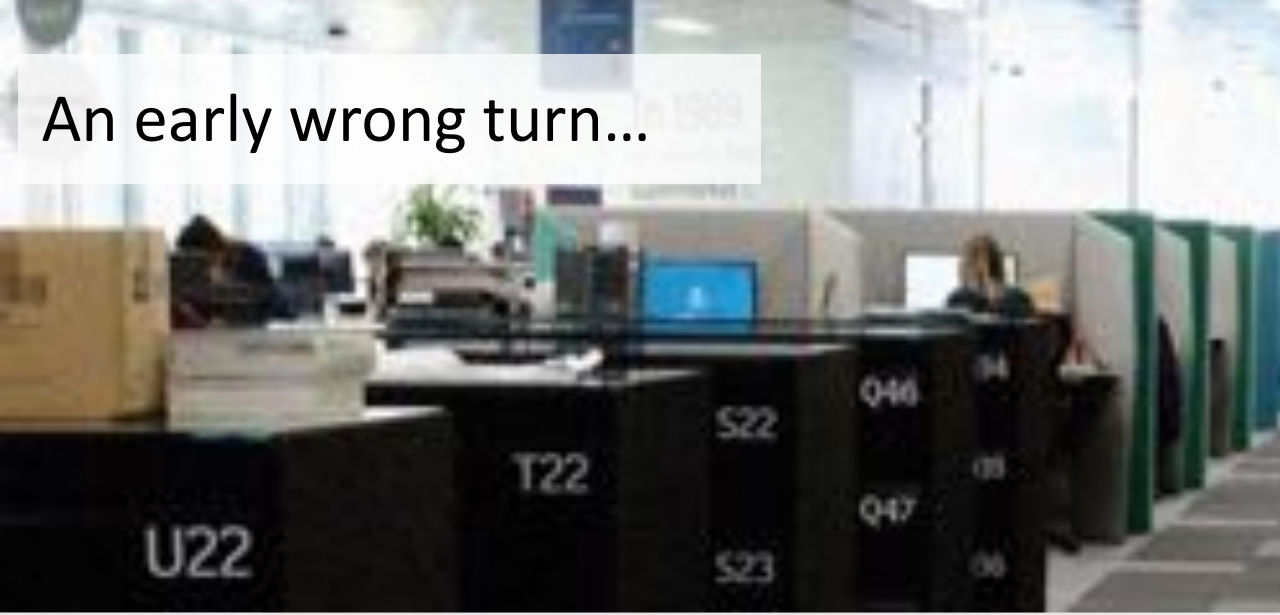
Business Case

Gantt Chart



We are finding our own path...

An early wrong turn...

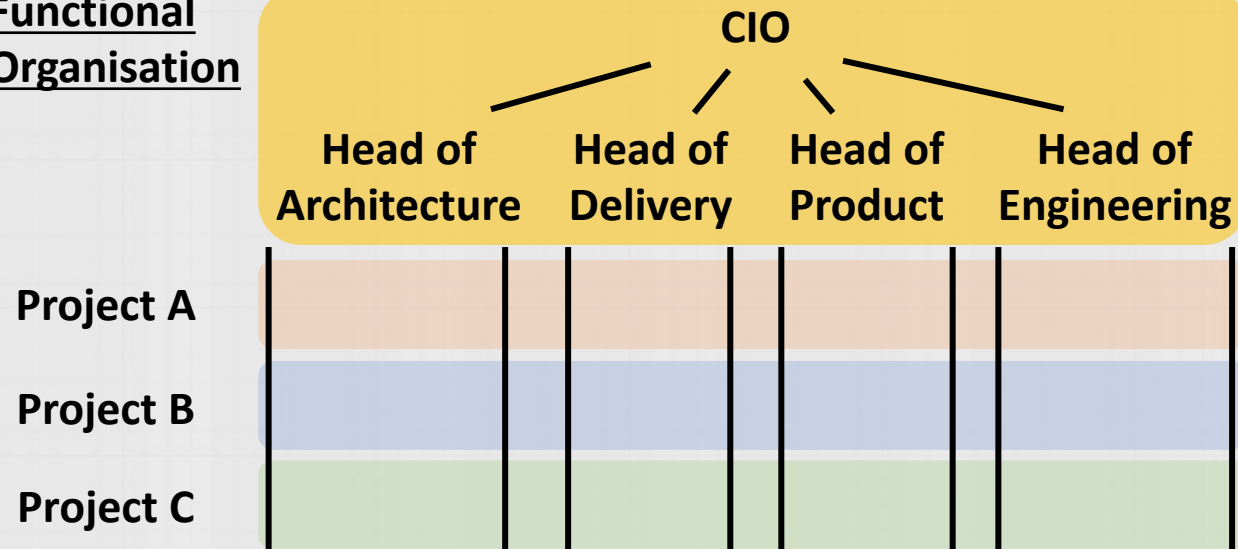




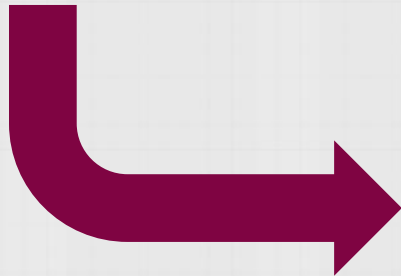
We learnt:

- It's important to be inclusive and invite participation
- Cultivating bottom-up grass roots change is important but sometimes top-down structural change is essential

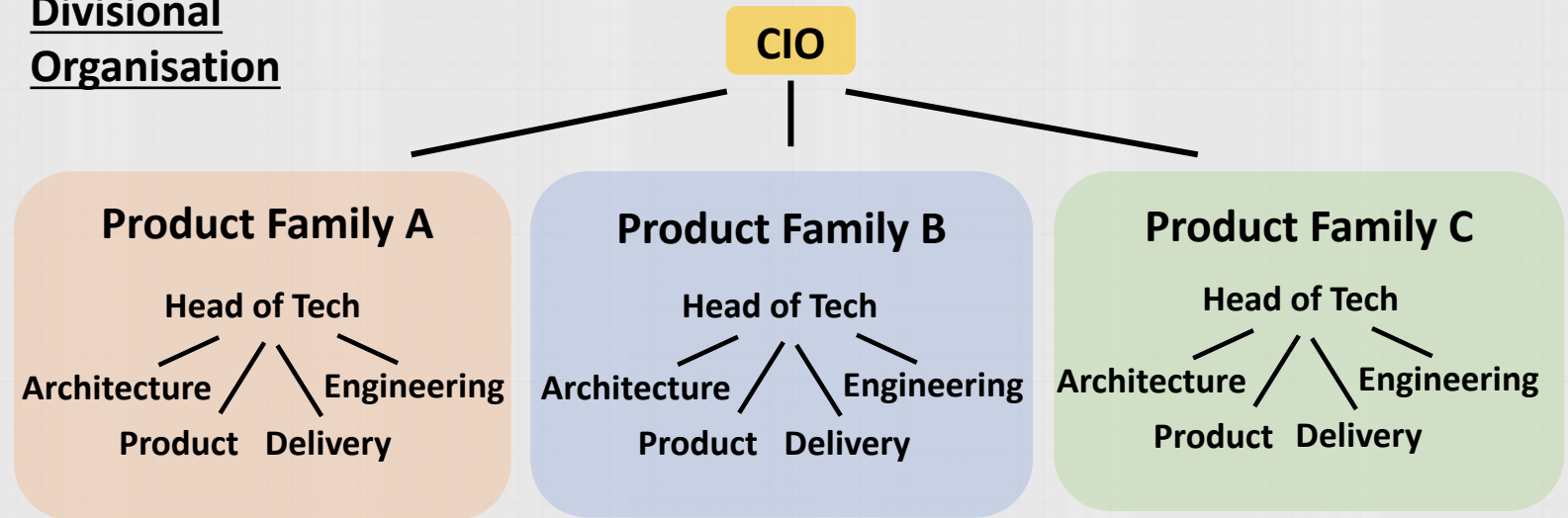
Functional Organisation

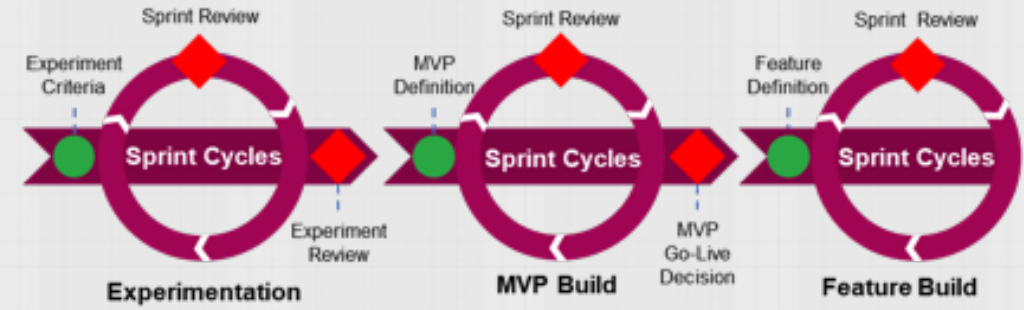
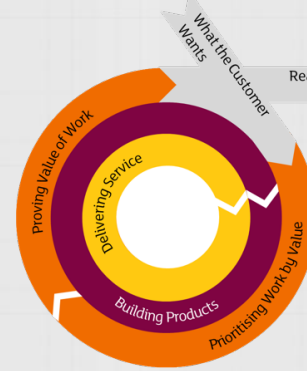
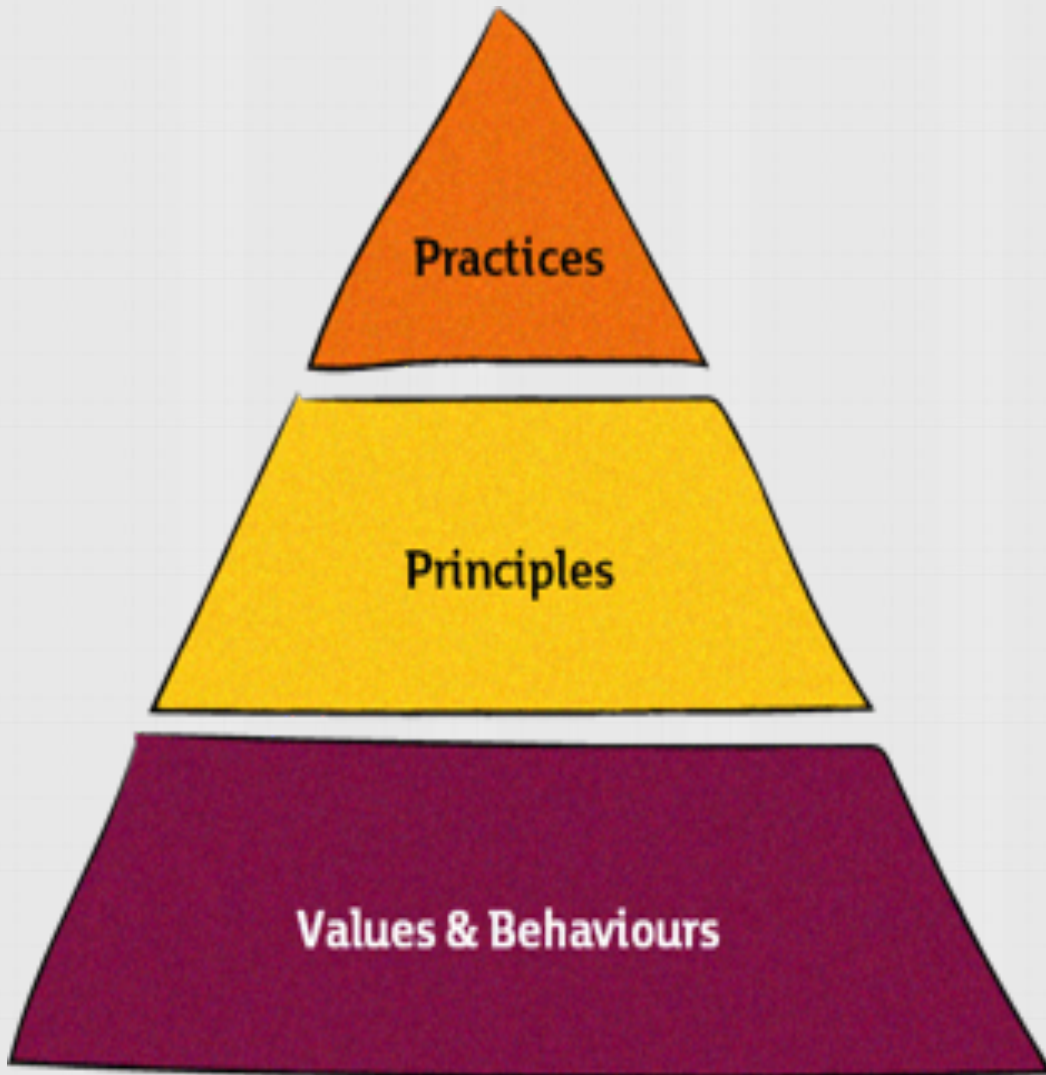


From Functional to Divisional structures...



Divisional Organisation





Transformation Scrum Teams



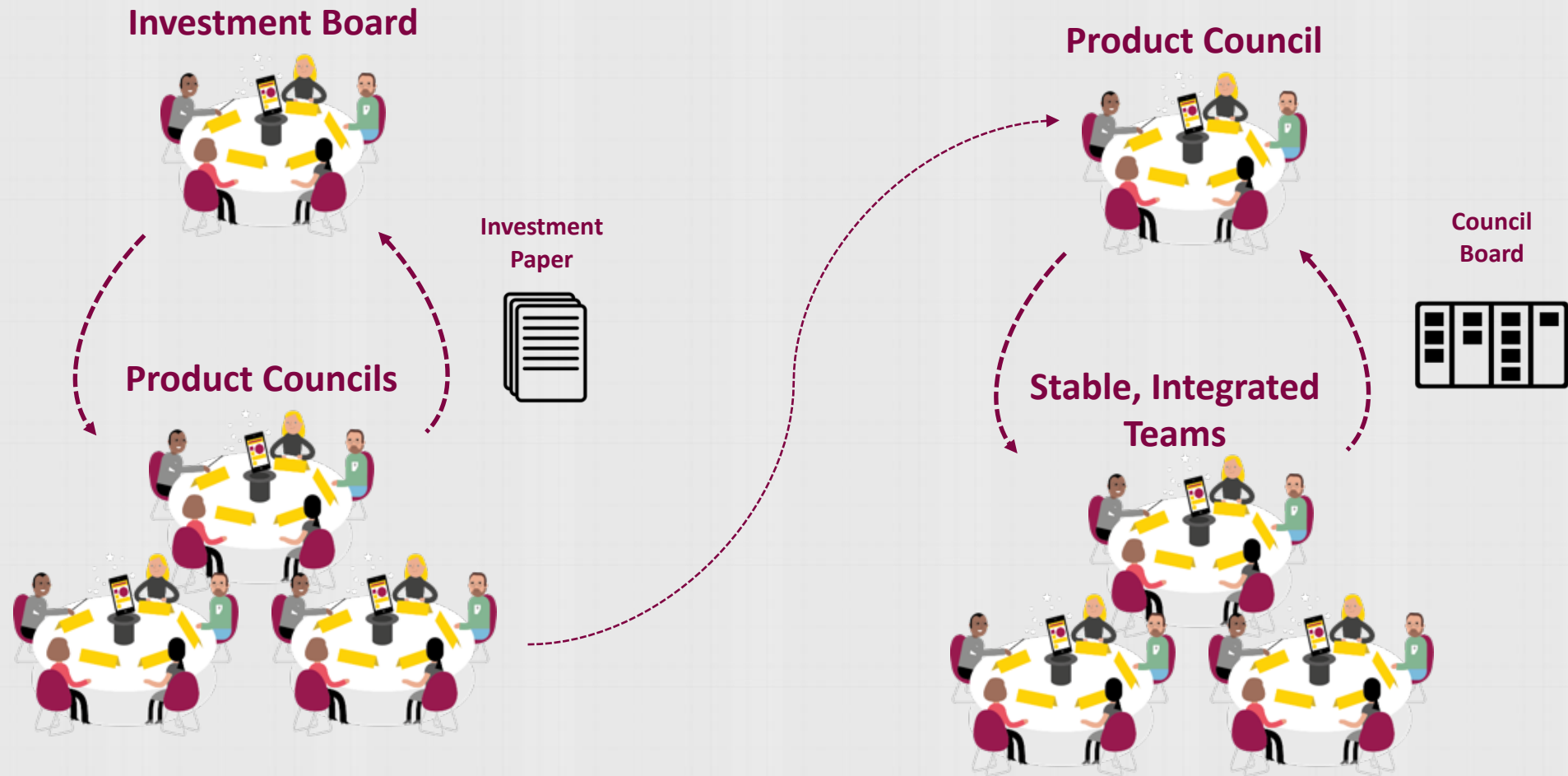


Go first, others will follow...

Put power into the hands
of those who know most...



Introducing Product Councils.....





We learnt:

- Transformation Scrum were a great way to invite participation and land change in different contexts
- Brave supportive leadership is the key ingredient

Sainsbury's

Argos

nectar

habitat

Sainsbury's
Bank

Our tech powers the UK's
number one multi-channel,
multi-brand retailer



Sainsbury's
TECH



DevOps Community of Interest...

E2EPLM Experiment Results



Availability



Increased resolution within
SLA

Improved mean time to
resolution for all incidents

Reduction in open problems

Pace



Increased rate of change

Increased change control
compliance

Sentiment



Increased colleague
happiness

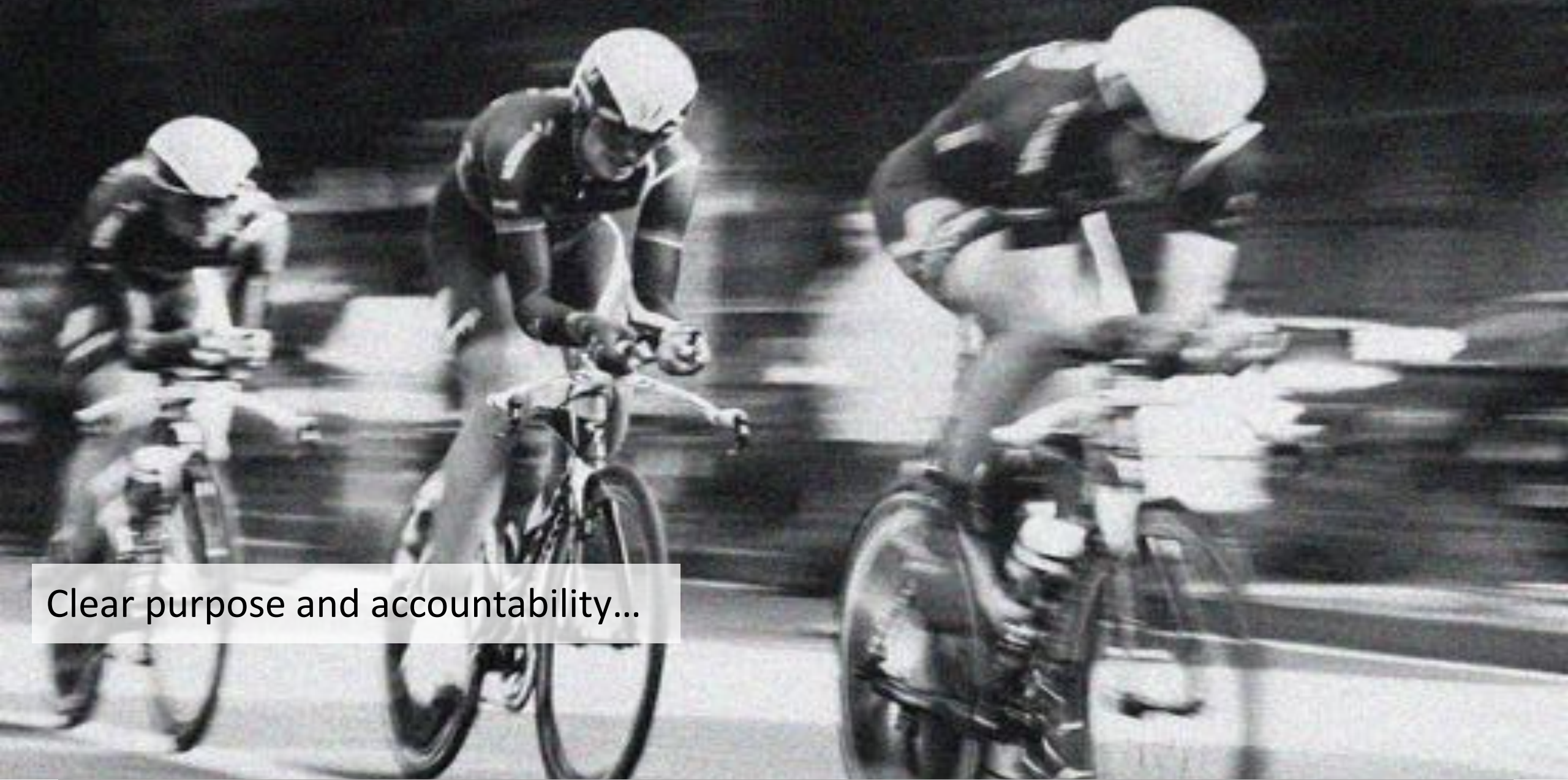
Increased stakeholder Net
Promoter Score

Cost




FY 20/21 reduction of £55k -
£90k

FY 21/22 reduction of £228k -
£280k



Clear purpose and accountability...

A close-up shot of a car's side-view mirror. The mirror's frame is black and curved. The reflection inside the mirror shows a two-lane asphalt road stretching into the distance. On either side of the road are dense evergreen forests. In the background, a large, rugged mountain with patches of snow or light-colored rock rises against a blue sky with some clouds. The car's body is visible in the lower-left corner of the reflection.

Looking back...

Sainsbury's

TECH