

TEAM MEMBER STORIES CONTINUED

PAUL WILSON is the Special Projects Manager for the Supply Chain Department, working out of the Lawnton office and distribution centre complex.

Q. When and where did you join Super Cheap Auto and what were your first impressions?

A. Coming from a retail surf apparel background and joining SCA for the set-up and opening of the Capalaba store in 1994 was to say the least, an eye opener. Gone were the days of surfboards and board shorts; carburettors and oil filters now filled my day along with a fast paced, customer focused, team orientated workplace that I felt proud to be a part of and still do today.

Tell us about the different roles that you have had?

I have experienced a myriad of roles with SCA in the past 10 years. Starting as a retail team member and subsequently a manager at several stores and in that time being involved with five successful new store set-ups and openings. Also in this time I have experienced several Distribution Centre operational roles and to date a special projects role, which involves identifying, developing and initiating opportunities for the Supply Chain.

How has the company changed over the years?

Apart from the increasing level of service and variety we offer our customers, the greatest leap forward for SCA has been the development of our business systems. Over the past ten years I have experienced and used three POS and Warehouse Management systems and two Business Operating systems; the end result of this course has led SCA to operate with its current world class systems.

What has been your proudest achievement to date?

With SCA's backing and encouragement being accepted to undertake a Bachelor of Business would be my proudest personal achievement, but coming from a retail background into a distribution/logistics environment and successfully project managing the implementation and initiation of the conveyor system at the Lawnton Distribution Centre also ranks very high on a personal and professional level.

How do you use the Team Framework principles in your role?

Due to its rapid growth SCA's operations have naturally become highly dynamic – meaning that effective change management is a critical part of its future success. In my role I am involved with many external parties, departments and team members, by applying all the TFP I have found that effective change management is not only achievable but it also becomes a natural process.

So where do you see yourself in five years time?

Finishing the degree and advancing into senior supply chain roles. A world surf safari is also a dream before I get too old.

