

change  
leadership  
digital  
learning  
project delivery



simplified  
change  
solutions

## We transformed Home Retail Group's operations saving them £2m a year



### The problem:

HRG, former owner of Homebase, Argos and Habitat, wanted to improve customer satisfaction and drive cost savings across its contact centre and back office.

### The goal:

To deliver £400K of efficiency savings in the contact centre (front office) plus additional savings in the back office.

### Curium's solution:

The first step was to go 'back to basics' and show managers the simple dynamics and metrics needed to run a successful contact centre and back office operation, as often these get over-complicated.

Next, we instilled daily disciplines to ensure teams focused on the right KPIs and to give managers better insight and control of performance. We also ran Tetramap workshops for c.1000 employees to build greater self-awareness, collaboration between teams and drive cultural improvements. We didn't want to leave without making sure the changes we'd delivered were embedded, so we introduced an accreditation process to maintain skills and capabilities within the team that could also be taught to new employees.

### The result:

HRG saved more than £2m across their operations. Their customer satisfaction scores nearly doubled as a result of our work.

### What HRG say:

*"Curium showed us how we could be motivated by possibility. By knowing ourselves and knowing each other we can do the right thing for our customer."*

**Head of Operations, Home Retail Group**