



BESPOKE SOLUTIONS

Scaling Success with Bee Fusion

Within nine months of Bee Fusion support, a UK-wide clothing retailer with 15 stores and a fast-growing e-commerce arm turned operational chaos into clarity. By blending consultancy, Lean Six Sigma training, and cultural change expertise, the retailer cut stock discrepancies by 60%, improved promotion delivery timelines by 35%, and boosted customer satisfaction scores by 12%.

The Challenge They Faced

Despite strong sales, operations were creaking:

- Stock discrepancies between online and in-store systems caused cancelled orders and frustrated customers
- Inconsistent processes across stores created variable service levels
- Promotions often ran late or with errors, sparking blame between marketing and ops
- They needed to simplify, create consistency and build cultural confidence to make changes stick

Our Solution

We combined the best of our toolkit to deliver a tailored programme:

From Consultancy:

- Mapped processes step-by-step, spotting breakdowns, bottlenecks and duplication
- Created two new operating models – one for central teams (with clear flows, timelines and accountability) and one for stores (simple, service-focused processes).
- Built a clear rollout and engagement plan for embedding across head office and stores

From White Belt training:

- Introduced Lean basics, TIMWOODS, 5S and practical tools for spotting inefficiencies – tailored to regional managers and store teams

From Yellow Belt & Business Skills training:

- Bespoke sessions for department heads on DMAIC, process flow, influencing and cultural change.
- Conflict mediation training to resolve entrenched tensions (delivered by a trusted partner)

From Leadership Coaching:

- Equipped the board with CI principles to create advocacy
- Coached leaders on storytelling and change communication to support adoption

Hurdles We Worked Through

- Scepticism from senior leaders about whether change was necessary
- Cultural clashes between central functions slowing down collaboration
- Concerns from store colleagues that new processes would “add more work”

By tailoring training to each audience, keeping it jargon-free and linking changes directly to customer service and colleague frustrations, resistance turned into buy-in.

The Difference It Made

- 60% fewer cancelled orders thanks to improved stock system handovers
- 35% faster promotion launches, reducing last-minute firefighting between teams
- 20% time savings in store routines through simpler, standardised processes
- 12% uplift in customer satisfaction, driven by more consistent service across sites
- Central and store teams aligned around a single model, cutting out duplication and blame

Keeping the Momentum

Bee Fusion didn't just solve today's problems, it gave the retailer a scalable foundation for growth. With new operating models, trained leaders and aligned teams, they are now equipped to continuously improve operations, support e-commerce growth and deliver a consistently excellent customer experience nationwide.