

Group strategy: To grow the UK core

UK like-for-like (Inc. VAT, exc. petrol)

08/09	09/10	10/11	11/12
3.0%	2.6%	1.0%	0.0%

Definition

The growth in sales from stores that have been open for at least a year.

Performance

Having delivered a disappointing performance, particularly during the second half, our UK Plan aims to drive stronger like-for-like sales.



UK trading profit



Definition

The profit generated from the UK business in its retail operations.

Performance

Having delivered a solid first half profit outcome, profits weakened in the second half, reflecting a disappointing sales performance and the initial investment in improving the shopping trip for customers which we began during the second half of the year.

Customer rating of overall shopping experience as excellent or good

76%



Definition

Percentage of customer ratings, measured in exit interviews.

Performance

Three quarters of customers find their shopping experience good or excellent, and 98% find it reasonable, good or excellent. With our UK Plan, we aim to improve customers' shopping experiences from reasonable to good and from good to excellent.

Growth in UK online sales

+10%

Definition

The year-on-year sales growth from total tesco.com and online telecoms.

Performance

We are pleased with the performance of our online businesses. Our largest business, grocery, accelerated its already strong rate of growth through the year.

Group strategy: To be a creator of highly valued brands

Customer loyalty

9

markets – 1st or 2nd place

Definition

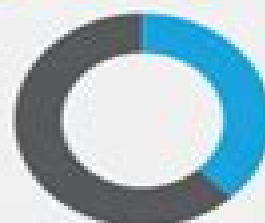
The number of markets where we are placed 1st or 2nd for the proportion of customers who do over 50% of their shopping with a single retailer.

Performance

We are particularly pleased that we lead on loyalty in four of our markets and are second in a further five. This is an important indicator of our customers' satisfaction with the shopping trip and the Tesco brand and is supported by a loyalty scheme in each of our markets.

Group-wide own-label participation

38%



■ Tesco own-label brands

Definition

Own-label sales as a proportion of total Group sales. Own-label sales include Tesco brands (such as F&F, Finest or Venture brands) and unbranded products, such as produce. Tesco Bank and Tesco Mobile are not included.

Performance

Group own-label participation was stable in the year. Range & Quality is one part of our Plan for the UK, with Tesco Value now relaunched as Everyday Value and upgrades to over 8,000 Tesco standard lines planned.

Kpi Performance Tesco

Patrick Callioni



Kpi Performance Tesco:

Paradoxes in Food Chains and Networks J.H. Trienekens, S.W.F. Omta, 2023-08-28 This publication contains the proceedings of the 5th international conference on chain and network management in agribusiness and the food industry. Papers will focus on the paradoxes caused by conflicting interests in the fields of economics and ethics, technology and environment, legislation and internationalisation etc. The modern consumer demands high-quality products in broad assortments throughout the year and for competitive prices. Society imposes constraints on companies in order to economize on the use of resources, ensure animal friendly and safe production and restrict pollution. Together with technological developments and increased international competition, these demands have changed the production, trade and distribution of food products beyond recognition. Demand is no longer confined to local or regional supply. The food industry is now swiftly becoming an interconnected system with a large variety of complex relationships. This is changing the way food is brought to the market. Currently, even fresh produce shipped from halfway around the world can be offered at competitive prices. These developments are accompanied by national and international regulations and legislation in the area of food quality and safety. In response to these changes, business strategies must now focus not only on traditional economical and technological interests but also on topical issues such as the safety and healthfulness of food products, animal friendliness, the environment etc. To effectively address paradoxical demands facing businesses, many problems and opportunities must be approached from a multi-disciplinary perspective and trade-offs must be made between different aspects of production, trade and the distribution of food.

AQA A-level Business Year 1 and AS Fourth Edition (Wolinski and Coates) John Wolinski, Gwen Coates, 2019-10-21 These fully revised and up-to-date new editions and answer guides from Wolinski and Coates provide comprehensive coverage of the AQA A-level Business specification. Wolinski and Coates' comprehensive yet accessible style remains unchanged, covering everything students will need to succeed. Updated fact files and case studies give profiles of real business so students can understand the real-world context of what they're learning. Practice exercises and case studies with questions throughout allow students to apply their knowledge and prepare for assessment. Answer guides support teaching and save time in marking.

Evaluating Human Capital Cipd, Harry Scarbrough, Juanita Elias, 2002-10-01 Nowadays most organisations understand and accept that people are the key drivers of value in their organisation. With company accounts recording the costs associated with people, not the benefits that they bring, this text explores the experiences of 10 case study organisations that are making real and deliberate efforts to understand the contributions of their employees and how that contributes to the success of the business. This text also reviews the extensive body of literature on the subject and explores case study organisations which include such companies as Marks & Spencer, Tesco, BT and BAE Systems. The text concludes that human capital cannot be the subject of a one-size-fits-all measurement tool, but that it is possible for organisations to measure and manage human capital using methodology designed to suit their own needs and goals.

Performance

Management in Tesco Payam Haerifar, 2011-10 Research Paper undergraduate from the year 2011 in the subject Business economics Business Management Corporate Governance University of Derby course Business economics Performance Management language English abstract Performance is explained superficially which is the achievement of quantified objectives Performance has an important connotation that is the way that people choose to achieve the objectives Therefore performance means process and manner of functioning and operating or behaviours to attain beforehand desirable goals or results Brumbach 1988 The mixed model of performance management is suggested by Armstrong 2006 which is based on these simultaneous elements of performance that are behaviour and result The considerable aspect of organisational performance management is to maintain the goal congruence Performance management aligns the organisation's objectives with the individuals goals Many performance management theories apportion this alignment as a main endeavour of the performance management process such as Balanced Scorecard Besides performance management could converge to strategic development by some modification of its methods and facilitates indirect control of employees by giving a clear target Otley and Fakiolas 2000 Hemmer 1998 Egan 1995 Organisations usually utilise two main theories to be competent firms in their markets Those theories are Porter's theory 1980 1989 and resources and competences theory Despite of which theory is deployed ongoing performance management could facilitates to achieve significant results and produce prosperous business Besides the obligation for continuousness of performance management is argued in details on the proper sections Multifarious performance management frameworks are available that usually they are divided into three corporate business unit and functional levels Among those various frameworks balanced scorecard is used abundantly It helps c

Risk Management in Organisations Margaret Woods, 2022-06-01 Risk management is vital to organisational success from government down to small businesses and the discipline has developed rapidly over the last decade Learning lessons from the good and bad practice of others is a key feature of this book which includes multiple illustrative examples of risk management practice in addition to detailed case studies Combining both theory and practice the early chapters compare the ISO 31000 and COSO Enterprise Risk Management frameworks and the relevant regulatory regimes in both Europe and the United States The core of the book is three highly detailed case studies of risk management in the manufacturing Akzo Nobel retail Tesco and public sectors Birmingham City Council Using the lessons learned from the case studies together with material from elsewhere the author then outlines four lessons for risk managers that can be used in any organisation seeking to develop a truly enterprise wide risk management system This completely revised edition contains updates on regulations and practice together with new chapters covering technology risk and COVID 19 which are major risks faced by all organisations today As such the book is essential reading for risk management professionals and postgraduate and executive learners

Financial Management, 2008 Beyond Governance Martin Fahy, Jeremy Roche, Anastasia Weiner, 2005-05-06 Following a series of corporate scandals legislators have company executives in their sights and are arming themselves with

ever greater regulatory firepower All agree that good governance is essential but must not be allowed to stifle business performance Beyond Governance develops the concept of Enterprise Governance an emerging framework which unites performance conformance and corporate responsibility and shows how addressing all of these areas in a concerted coordinated fashion will deliver value to the organisation and its stakeholders In particular it focuses on the skills processes and systems that are required to deliver excellence in each of these areas giving readers a practical insight into the issues and an understanding of best practice in each area Many firms are rethinking their finance activities in the light of e commerce shared service centres business intelligence technology and cost pressures Beyond Governance explores the challenge of building a modern flexible finance function describing the emerging role of the new CFO and how finance professionals should respond to this new business environment In the days of corporate scandals and shrinking investor confidence this is a timely book By exploring the connections between shareholder value corporate governance and corporate responsibility it recognises the crucial role that skills systems and people play in delivering Enterprise Governance for the 21st Century Professor Andy Neely Chairman of the Centre for Business Performance Cranfield School of Management and author of *The Performance Prism* **INFORMS Annual Meeting** Institute for Operations Research and the Management Sciences. National Meeting, 2008 **Tesco Hindustan Service Centre, Bangalore, India** Michelle Bowles, 2011 For one of the world's largest retailers measuring and improving performance is a top down affair This article discusses how an India based program delivery manager manages the supply chain portfolio for an U K based international grocery and merchandising group To ensure project results align with organizational goals the company leverages the balanced scorecard approach to create key performance indicators KPIs and other metrics for its portfolio The article states that all KPIs fit into four areas scope requirements management project delivery resource management and risk management The article identifies the specific KPIs for each area It also explains how all KPIs and metrics are captured in a dashboard how the results are presented to senior management and executives and how poorly performing projects are handled

Marketing, 2005 **Management Services**, 1999 **The Bulletin**, 2001 Business Information Systems Paul Bocij, 2003 Assuming no prior knowledge of IS or IT this book explains new concepts and terms as simply as possible The importance of information in developing a company business strategy and assisting decision making is explained in this study volume Admap, 2008 Waves of Change Patrick Callioni, 2010 Written in the middle of a global economic crisis this book is about a better future Patrick Callioni identifies and describes the major waves of change that are coming our way over the next decade or so and then provides practical advice on what to do or avoid doing to benefit most or suffer least from what is to come He describes some of the problems with the present regime of regulation We are regulating to catch the motes of dust floating in the air rather than the beams that end up poking out the eyes of our financial markets and suggests regulation should focus on rewarding the good rather than punishing the bad He also analyzes some of the behavior

that helped to create the Credit Crunch They took healthy debt mortgage debt that was likely to be repaid mixed it up with toxic debt mortgage debt not likely to be repaid and then sold the debt on as prime safe debt creating untold damage Then he presents the waves of change that are coming the challenges of new technologies the business opportunities opened by reactions to climate change and demographic changes as workers and managers are no longer predominantly baby boomers He also warns of future signs of impending financial setbacks that should be avoided A financial crisis will occur only when the fuel is there in the form of an investment bubble In his previous book Compliance and Regulation in the Financial Services Industry Patrick Callioni successfully predicted most of the course of the current economic downturn Over regulation is as dangerous as under regulation so he proposes the creation of a federated network of trust Throughout this exciting book he emphasizes the increasing importance of knowledge capital value that is not captured by existing accounting standards and in particular soft intangibles knowledge assets time assets motivational assets etc and he proposes guidance on their measurement and profitable management *The Business Case for the Green Economy*, 2012 Examples in this report from both developed and developing countries from small size companies to large multinationals demonstrate how integrating sustainability into core business activities can generate a positive return on investment Returns that go beyond the financial component and contribute to the socio economic and environmental framework conditions necessary for business to grow and operate successfully **The Architects' Journal**, 1999-04 [Index to Theses with Abstracts](#) Accepted for Higher Degrees by the Universities of Great Britain and Ireland and the Council for National Academic Awards, 2008 Theses on any subject submitted by the academic libraries in the UK and Ireland **Union Review**, 2000 **Global Corporate Social Responsibility of Tesco (Grocery Retailer, UK)** Richards Macdonald, 2013-04-22 Seminar paper from the year 2011 in the subject Business economics Business Management Corporate Governance grade A The University of Chicago language English abstract The companies are the integral part of the society and they have both the potential and obligations to the society and their obligations to the society is called corporate social responsibility CSR is practiced by all the companies including SMEs The CSR practices of the food retail sector of the UK have been a matter of prime concern as they are the major contributors to the UK economy Tesco PLC is the largest food retailer in the UK and its CSR practices need to be examined with respect to its operations activities and products Generally large companies claim their concern and commitment to CSR and announce it elaborately in their reports The claims made by Tesco are different from the ground realities The company claimed to reduce energy consumption and emission of greenhouse gases but could not achieve it for some or other reasons Similarly Tesco claimed to adapt to a compatible process of sourcing of its food products to be sold in its stores The process claimed to investigate and monitor different stages of sourcing sincerely but the recent horse meat scandal revealed that there is a wide gap between the claims and the ground realities The CSR is practiced by most of the companies for building reputation and the objective of the CSR to create value for the society is left behind

Embracing the Tune of Expression: An Mental Symphony within **Kpi Performance Tesco**

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