

Peter Harwood MBA, CMgr FCMI

Business Transformation & Delivery Leader

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British | Willing to travel (UK & international)

Professional Profile

Project and transformation leader with over 20 years' experience delivering complex change across retail, supply chain and multi-site operations. I have led large-scale programmes from concept through to implementation, working closely with senior stakeholders to ensure delivery stays on track and delivers real operational and commercial outcomes.

My experience includes automation, workforce management and operational transformation across UK and international environments. I am comfortable working in fast-paced, ambiguous settings, bringing structure, clarity and momentum while managing risk, stakeholders and competing priorities.

I take a practical approach, staying close to delivery while maintaining a clear view of the overall objective, ensuring plans translate into outcomes that work in the real world.

Key Areas of Expertise

- End-to-End Transformation Delivery & Benefits Realisation
- Structured Change Leadership (Kotter's Model & Prosci ADKAR principles applied in practice)
- Strategic Roadmapping, Portfolio Oversight & Governance
- Agile, PRINCE2 & Waterfall Programme Management
- Executive Stakeholder Engagement & Senior Leadership Advisory
- Cross-Regional/Multinational Team Orchestration (Europe/US/global partners)
- Risk, Issue & Dependency Management
- Digital/ERP/WFM Implementations, Sustainability & Operational Optimisation
- Data-Driven Reporting (Power BI) & Capability Building

Professional Experience

Principal Consultant pH Solutions | 2025 – Present

- Delivered ERP/WFM optimisation projects for multiple clients, driving 20%+ efficiency gains and 30% platform adoption uplift through impact assessments, readiness planning, tailored training, and sustained reinforcement.
- Incorporated AI-enabled telematics solutions into operational environments, improving safety, reducing risk and strengthening data-led decision-making.
- Acted as trusted advisor to senior executives, aligning initiatives with strategic priorities, managing risks/dependencies, and securing measurable, long-term benefits.

Senior Project Manager Arvato Supply Chain Management (Bertlesman) | 2025 – 2026

- Led £12m warehouse build and AutoStore automation programme for a global sports brand, coordinating international teams (Germany, Poland, wider Europe) through regular cross-European meetings - delivered on time/under budget with strong governance and no service disruption.
- Provided clear portfolio reporting and executive updates; adapted delivery dynamically while ensuring effective stakeholder engagement and change adoption.
- Applied AI-assisted tools (Microsoft Copilot) to streamline reporting, improve data analysis speed and enhance stakeholder communication

Strategic Projects & National Transport Manager Sunbelt Rentals | 2015 – 2024

- Directed BigChange Workforce Management System rollout across 200 depots and 1,500+ users (£450m+ annual rental value), achieving 30% driver productivity increase, 20% NPS improvement, and sustained operational gains through structured adoption strategies.
- Spearheaded £100m+ fleet sustainability programme, partnering with US IT teams; transitioned to EV/hybrid, reduced CO2 by 70%, and secured £500k pa savings via £20m fuel tender - aligning global goals with regional delivery.
- Delivered company-wide IT transformations (LMS, expense systems, post-acquisition integrations) with executive sponsorship; led steering committees, quarterly governance reviews, risk/issue management, and cross-regional priority representation.
- Frequently deputised for senior directors, building trust at executive level and driving lasting capability improvements.

Senior Analyst – Operational Finance Frasers Group PLC (Sports Direct) | 2012 – 2015

- Worked closely with founder (Mike Ashley) and senior leadership to embed post-M&A controls and process standardisation across subsidiaries - contributing to £2bn market cap growth (£1.75bn to £3.75bn) and +2% core margins.
- Implemented labour forecasting and e-commerce optimisation initiatives delivering £4-5m annual savings and 40% sales growth through disciplined execution and adoption focus.

Various Supply Chain & Commercial Roles – Boots the Chemists (Boots The Chemists PLC)

Early Career - Various roles from Graduate Recruit upwards (Warehouse Manager, Supply Manager, Buyer, Supply Chain Planning, Supply Chain Development & Transformation Project Manager)

- Orchestrated £50m Boots.com transition from 3PL to in-house operation, coordinating 200+ cut-over tasks with international partners (Infosys, KNAPP, others) - delivered on tight timeline using PRINCE2 principles with zero service impact. (The project won 5 Supply Chain Excellence Awards)
- Led post-merger supply chain integrations and cost-reduction programmes (£100m+ annual savings), embedding sustainable processes through rigorous planning and cross-functional collaboration.

Education & Professional Development

- **Master of Business Administration (MBA)** – Nottingham Trent University, 2021.
Focus: Strategy, Change Management, Leadership, Operations, Finance, Governance
- **BSc Technology and Management Science** – University of Bradford
Focus: Business Studies, Industrial Relations, Computing, Engineering, Accounting
- **Year 1 Mechanical Engineering** – University of Bradford
Focus: Mechanics, Material Science, Thermodynamics, CAD, Analytical Problem Solving.
Transitioned to Technology and Management Science to align with my interests

Certifications

- Chartered Manager (CMgr), Fellow CMI (FCMI)
- Level 7 Diploma in Leadership & Management
- Data Science Principles (Harvard Online, 2026)

Methodologies/Tools

- Data & Analytics: Excel, Co-Pilot, Power BI & SQL
- Delivery: Agile, Waterfall
- Systems: WMS, Workforce Management, ERP Platforms

Additional Information

- Extensive experience working with senior leadership and cross-functional teams
- Comfortable operating in fast-paced, ambiguous environments

Military Service

Infantry Soldier (Reserve), British Army | 2000-2001

- Developed strong discipline, teamwork and resilience in structured, high-pressure environments, overseas travel