

Magna Park Distribution Centre  
John Lewis plc

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Fen Farm  
Milton Keynes MK17 8EW

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**Mateusz Filipiak**  
Project Manager  
Managed Services Division  
The Best Connection

## Implementation Reference – June 2014

In March 2014 The Best Connection commenced the transition into supporting and supplying agency workers to the John Lewis, Magna Park site after being successful with the tender process and becoming 1 of the 4 preferred agency suppliers for John Lewis Distribution.

The implementation stage for Magna Park needed to be a smooth change over and had to incorporate the following a) TUPE process for agency workers wishing to move, b) understand the skill base The Best Connection were to inherit, c) understand how we operate as a site and d) continue to fulfil the required bookings.

The Best Connection approach to the implementation was structured and I was provided with daily and weekly up dates where applicable which included an Implementation Status Report.

With any agency taking on a new contract with a customer and understanding the needs of both client and agency worker it is important to keep all parties informed.

For Magna Park the transition to The Best Connection was carried out professionally and on time, which has meant very little or no disruption to the Operation and all agency workers have been communicated to and supported during their decision making process of whether to move to The Best Connection.

*Alison*

**Alison Loxley**  
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