

Inside Jerónimo Martins Ecosystem

Jerónimo Martins and Kaizen Institute invite you to an exclusive executive session showcasing key initiatives in grocery retail operational excellence.

Jerónimo Martins operates leading grocery retail banners across Portugal (Pingo Doce, Recheio), Poland (Biedronka, Hebe) and Colombia (Ara), serving millions of customers daily.

As part of its ongoing transformation journey, the group has implemented a wide range of improvement projects to boost store performance, optimize logistics, and enhance customer experience — while fostering a strong culture of continuous improvement across all business units.

This executive session will highlight:

- The **cultural transformation** driven by daily Kaizen practices
- **Strategic initiatives** to improve store **operations, replenishment, and logistics**
- Measurable gains in **service levels, efficiency, and sustainability**

From reducing waiting times and optimizing fuel consumption in logistics, to redesigning daily store routines, team balancing, and customer service flows, these projects reflect Jerónimo Martins' commitment to **world-class grocery retail operations**.

A behind-the-scenes look at how one of Europe's leading food retailers is delivering scalable results through continuous improvement.



AGENDA

10:15

Welcome

10:30

Kaizen Project at the Distribution Centre

11:00

Visit to the Distribution Centre

13:00

Lunch

14:00

Store Project Overview

15:00

Transfer from Distribution Centre to Store

17:00

Departure from Store

17:30

Wrap-up

SEPTEMBER 17TH