



MASTERINGSAP Collaborate

13 – 14 MARCH 2025

CORDIS HOTEL | AUCKLAND

Empowering our People on a Transformation Journey

Nish Pai

Head of Capability & OD, Mitre 10

MITRE 10

MASTERINGSAP
An SAPinsider Company



Nish Pai

3 Countries, 7 Industries and still loving learning!

Who are we?



We are a co-operative of small and medium businesses owned by New Zealand families



84 stores
around the country,
from Kaitia to
Invercargill



We support more than
500 local suppliers
including product
manufacturers and
business partners

Team of
8,000

We actively support
our team of over
8,000 to be the
best they can be

We are proudly locally owned and
invested in our local communities



As a co-operative, we
have invested over
\$4m in communities
over the past year*

Our Helping Hands
programme has
supported many
charities, schools,
sports and community
groups, and not-for-
profit organisations
over the past year



Over 1,300 community
groups have used
store BBQs for sausage
sizzle fundraisers*



30,000
We have planted well
over 30,000 trees over the
lifetime of our partnership
with Trees That Count

Here's to 50 years of pretty awesome team members



50 YEARS
WITH YOU ALL THE WAY



Face of a corporate



Spirit of a co-operative

The logo for 'Programme ONE' features the word 'Programme' in white and 'ONE' in large orange letters, centered within a dark blue circle. This circle is surrounded by a thick orange ring with a jagged, gear-like edge.

Programme **ONE**

Abstract graphic elements in the top right corner, including a large purple circle, a smaller blue circle, and a cluster of blue dots connected by lines, resembling a molecular or network structure.

OUR BIGGEST GIFT TODAY

**The opportunity to create the
tomorrow we want.**

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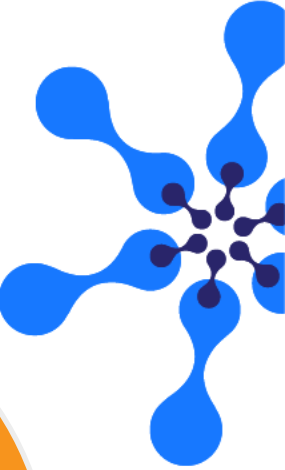
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Core deliverables of our transformation journey

A fit for purpose system that is built for our customer and business needs

Consistent ways of working – processes & policies

Ability to scale and sustain the transformation for the now & the future



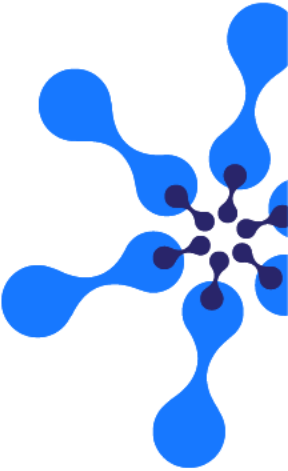
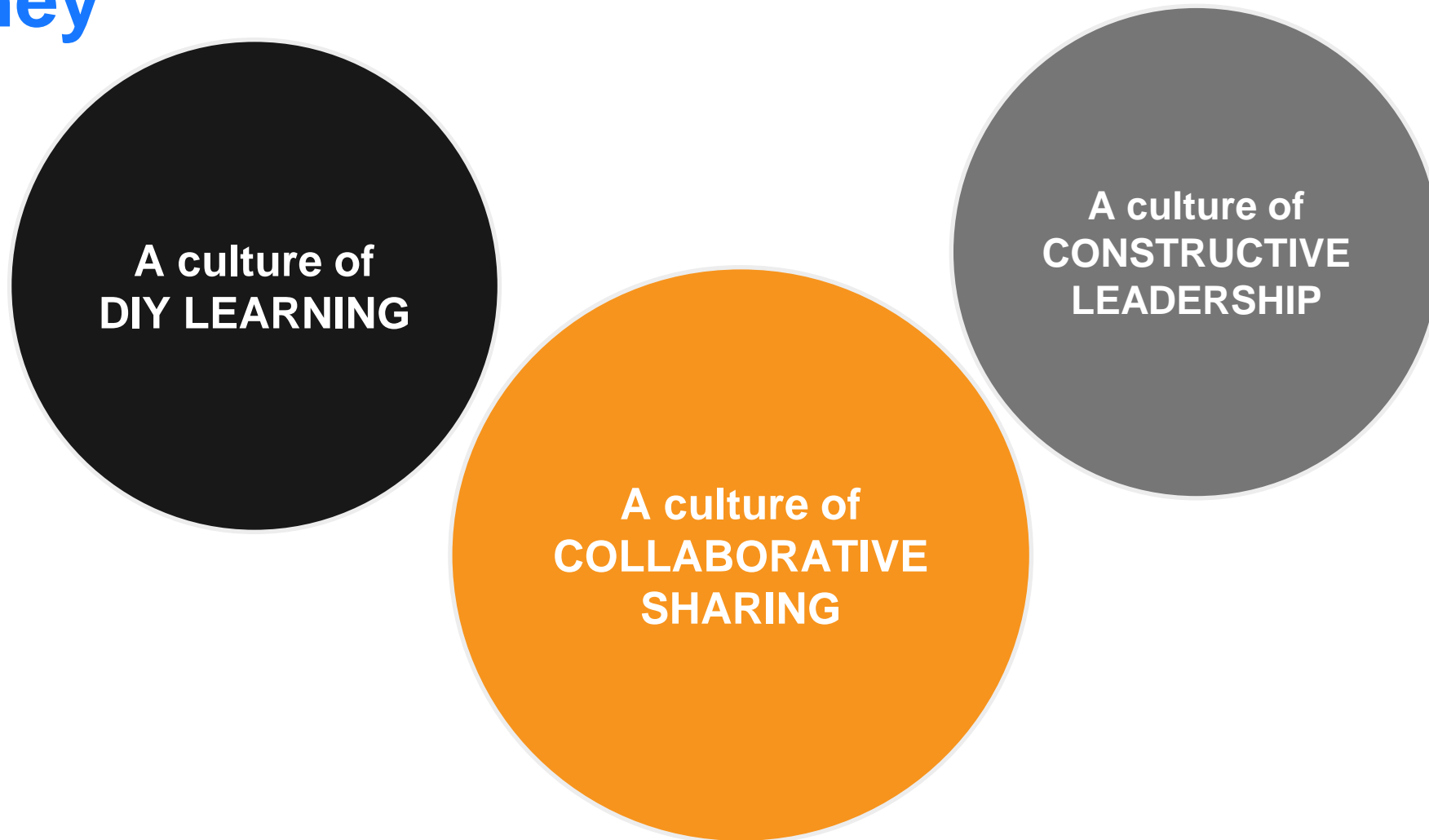


Let's dig deeper!

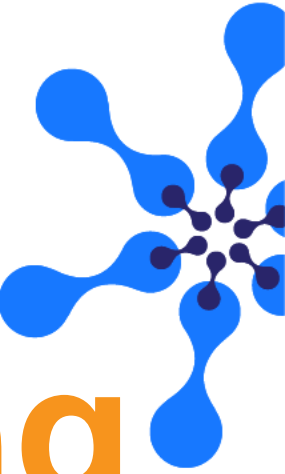


**What does it take to run
a people-centered transformation journey?**

Core deliverables of our **PEOPLE** transformation journey



A culture of DIY Learning





People Enablement Systems = Customer Experiences

Changing the way we learn



MODE
FACE TO FACE



DIGITAL TOOLKIT



LEARNING CHAMPIONS



LEARNING COMMUNITIES



ONLINE SUPPORT



LESSON 1: There are NO intuitive systems.

Meet the learners where they are!

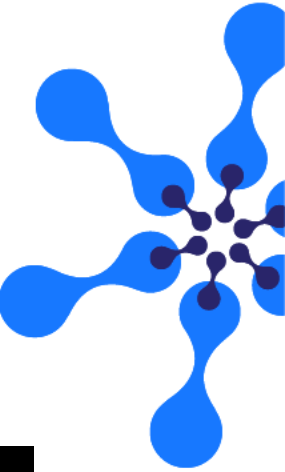
22 / 84 stores diagnosed as low adopters of all digital tech

- Digital citizenship
- Technology Literacy
- Information Literacy



Layer these foundational efforts with Champion groups of intermediate and Advanced users

Long term lens: simplify the business of learning and upskilling



Chameleon creator

Ease the burden of learning creation



Ease access and create a single repository of truth

SAP Enable Now

Ease of practice, updates and on-job coaching



FREEDOM

LESSON 2: A Learning Culture builds autonomy

SAP Enable Now: Everything in one Toolbox!

- Simulations
- Quick Reference Guides
- Bookpages
- Templates
- SAP Companion



Bookpages and Templates

PONE Learning & Development - Technical

Working with SAP Enable Now

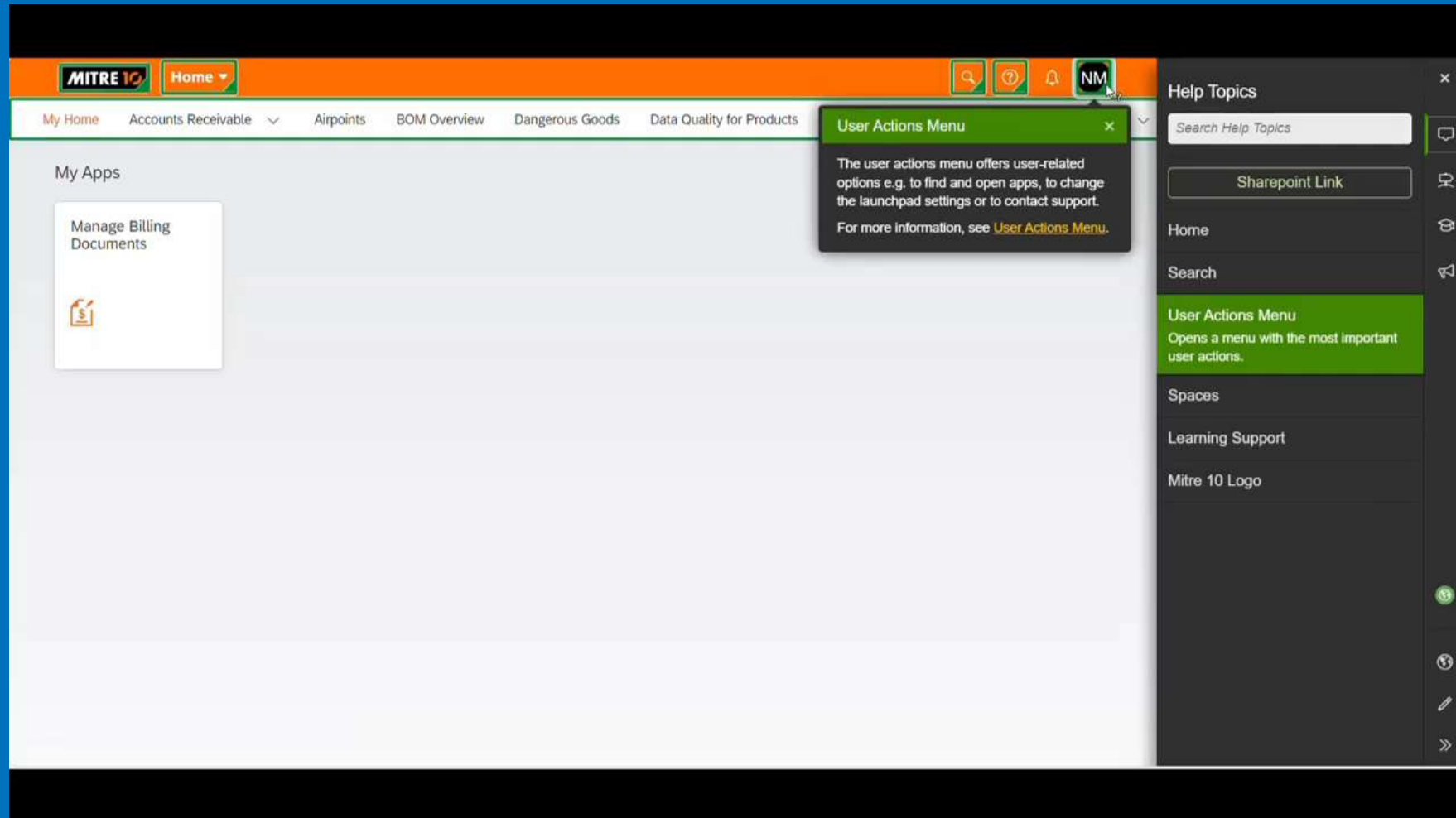
Click through the following interactive tutorials and try for yourself how to navigate and learn about the following applications.

	DEMO	PRACTICE	VIDEO	GUIDE
Capability Guide				
Look Up Retail Products - Mitre 10				
Request Article				
Create a Quote (Account Customer)				

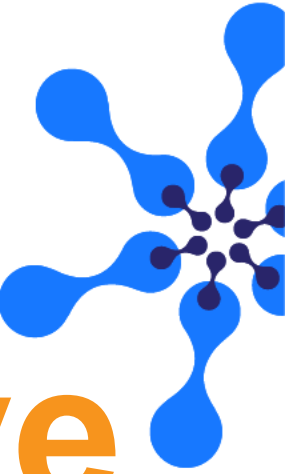
MITRE 10



SAP Companion



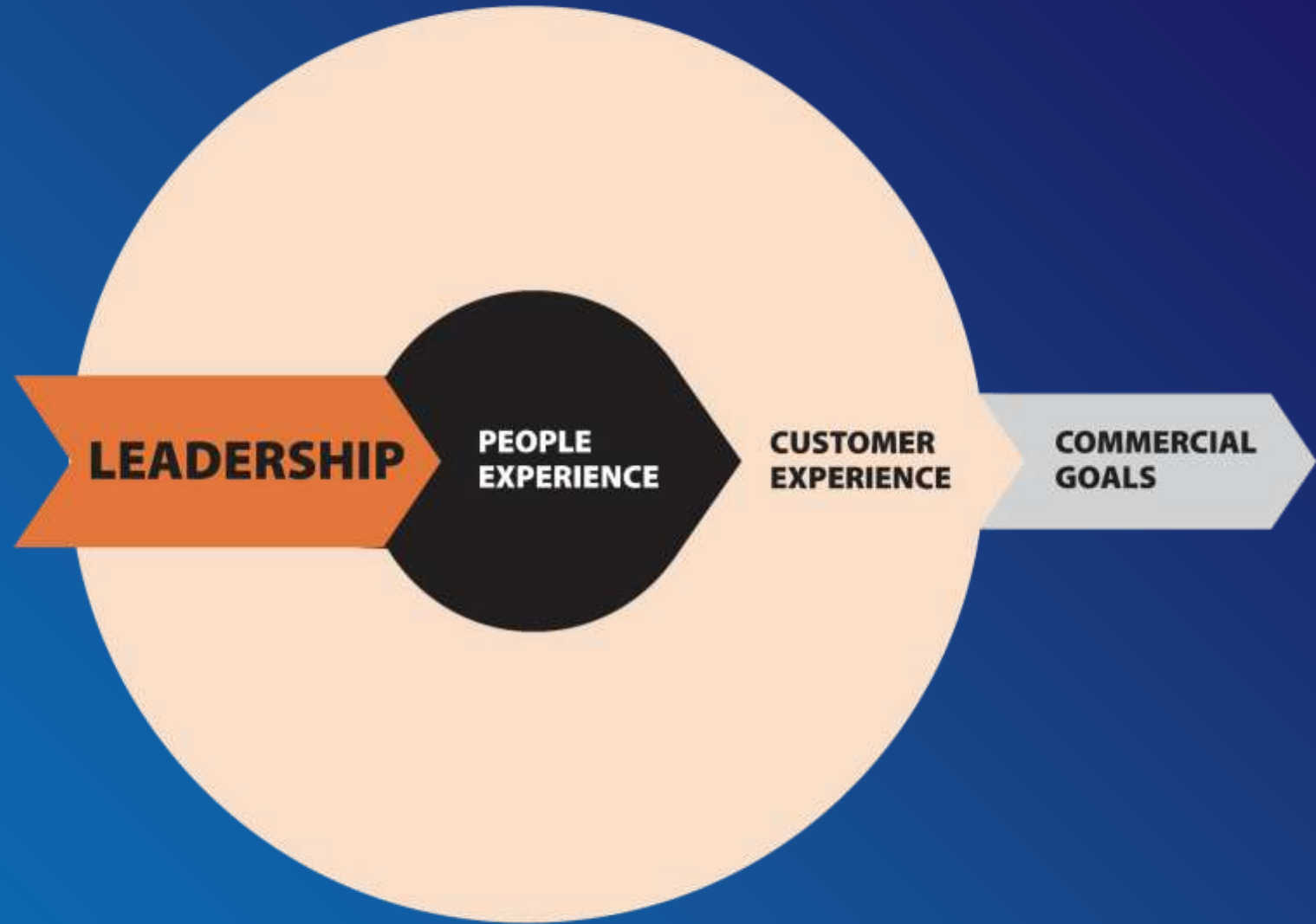
A culture of Constructive Leadership



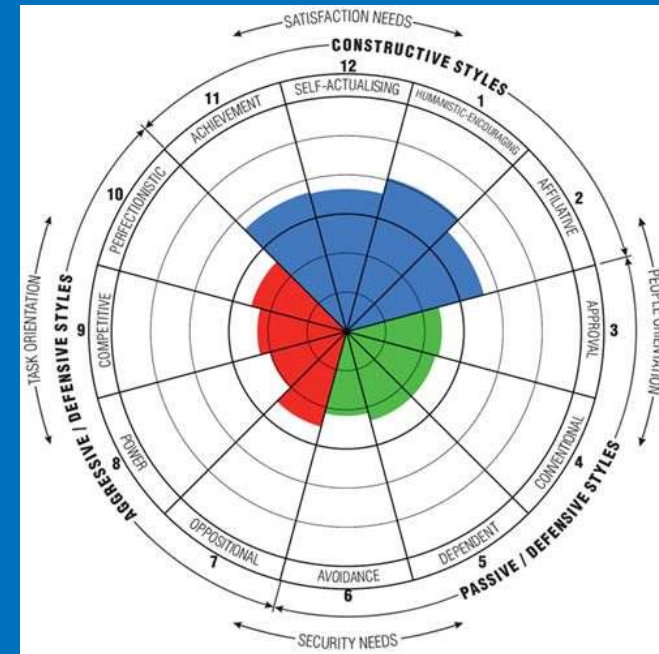


LESSON 3: Lack of leadership commitment kills!

**What's on
the inside
shows up
on the
outside**



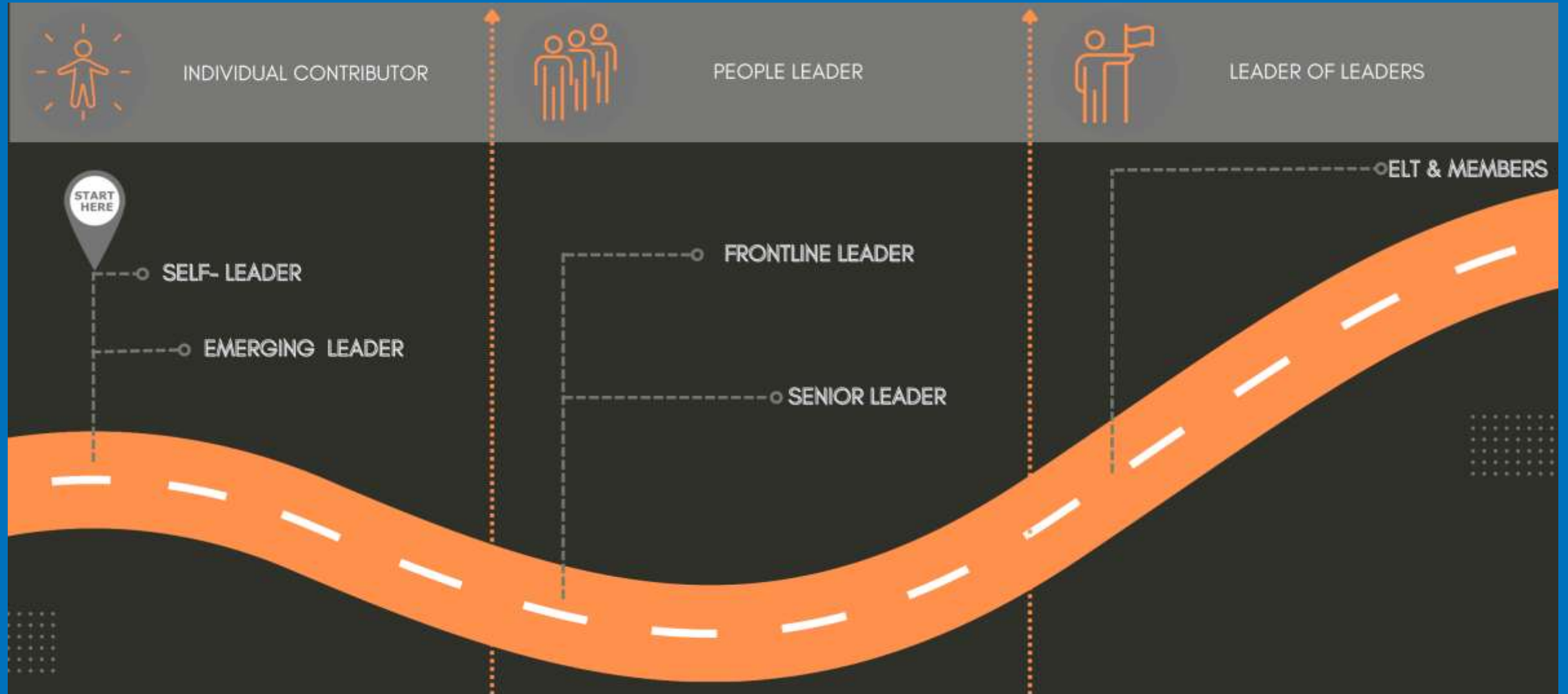
Our Common Language of High Performance Leadership



Based on the Human Synergistics LSI model

Create Aspirational Pathways

everyone is a leader



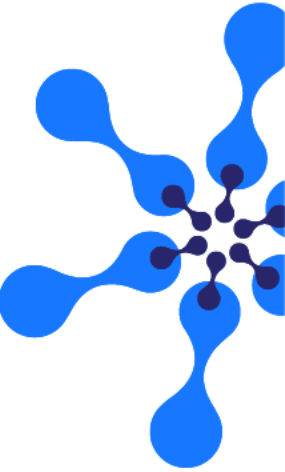
Celebrate formal and informal learning

Provide cross-store workshops - 400 leaders on 4 custom built formal programs

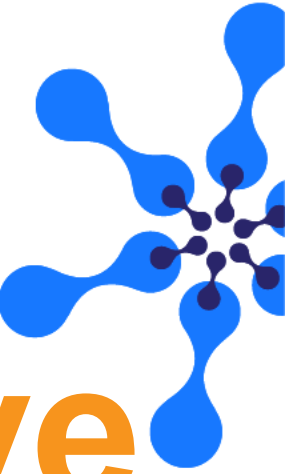
Integrate into Performance Management, Engagement and Talent Development

Bring the outside in with Leadership Speaker Series

Create leader-facilitators, communities of practice and digital toolkits



A culture of Collaborative Sharing





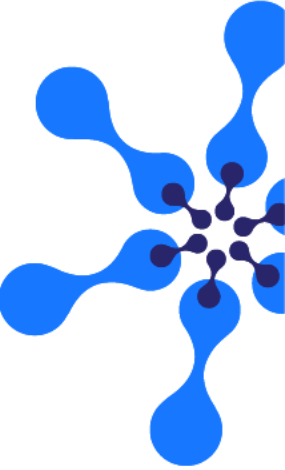
LESSON 4: Moving forward together is the only way!

Our Super Tools

**Communities
of Practice**

**Cluster
Approach/ Sister
Stores**

Digital Toolkits



How to Connect with Me

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