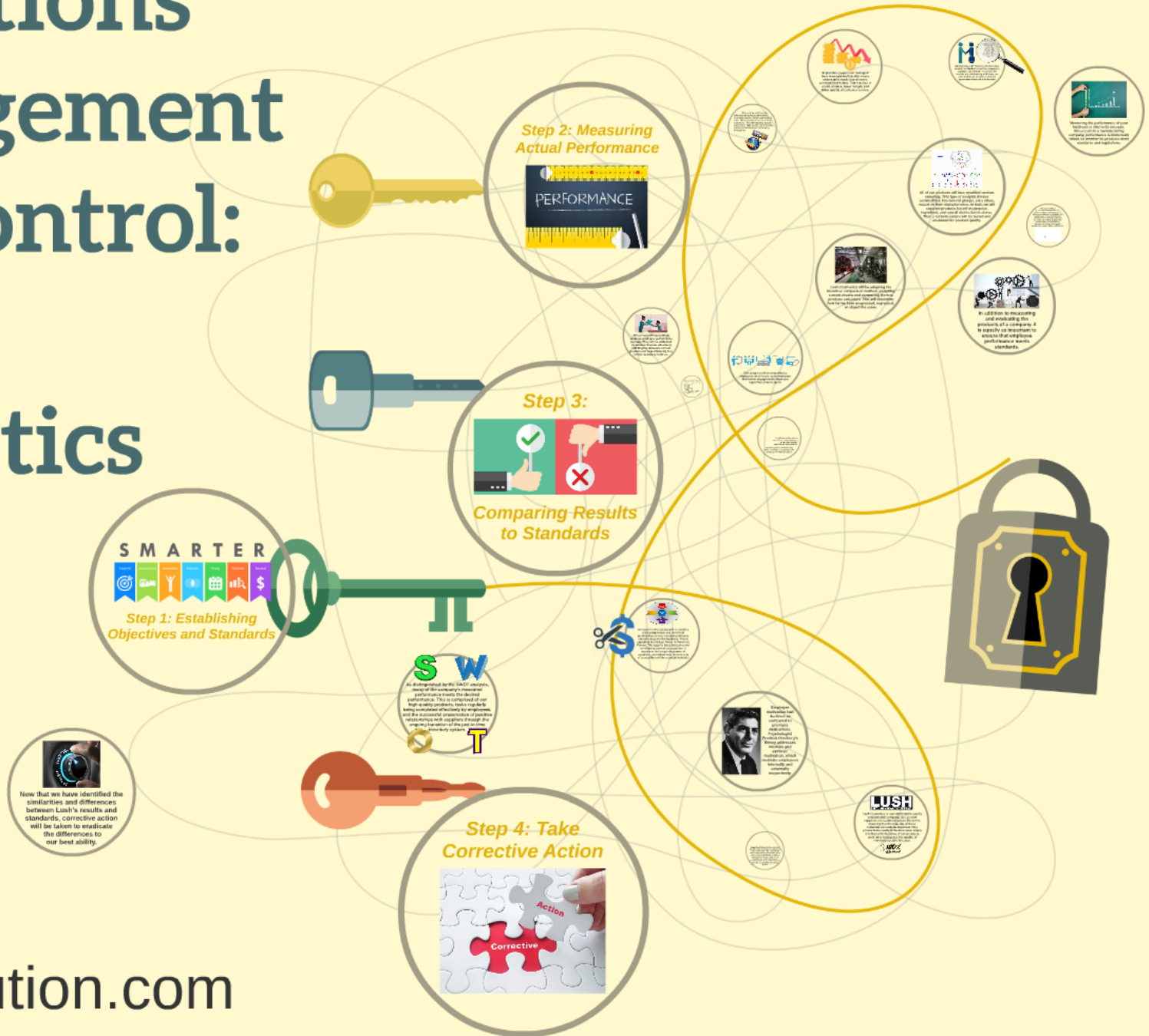


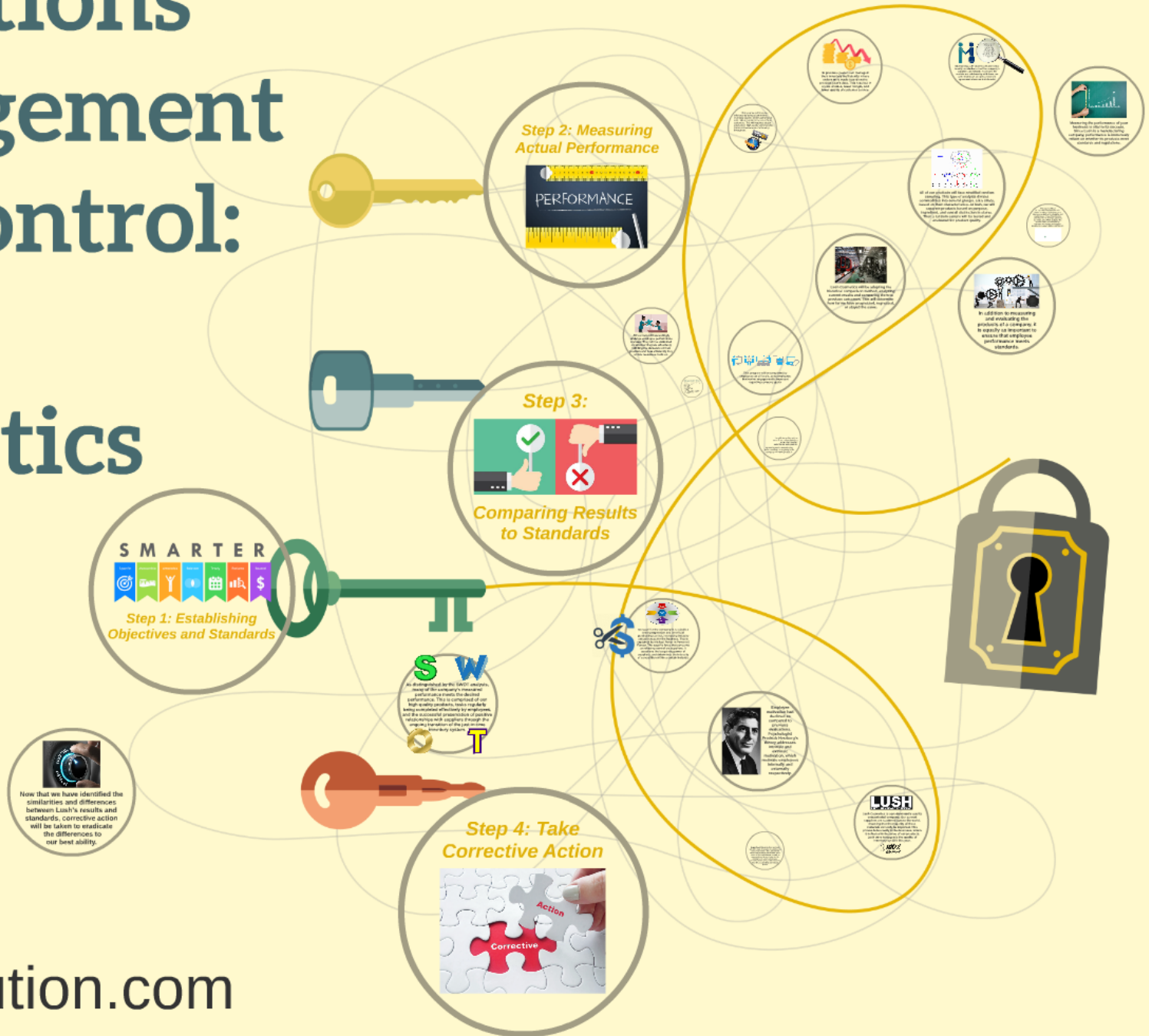
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# Operations Management and Control: Lush Cosmetics



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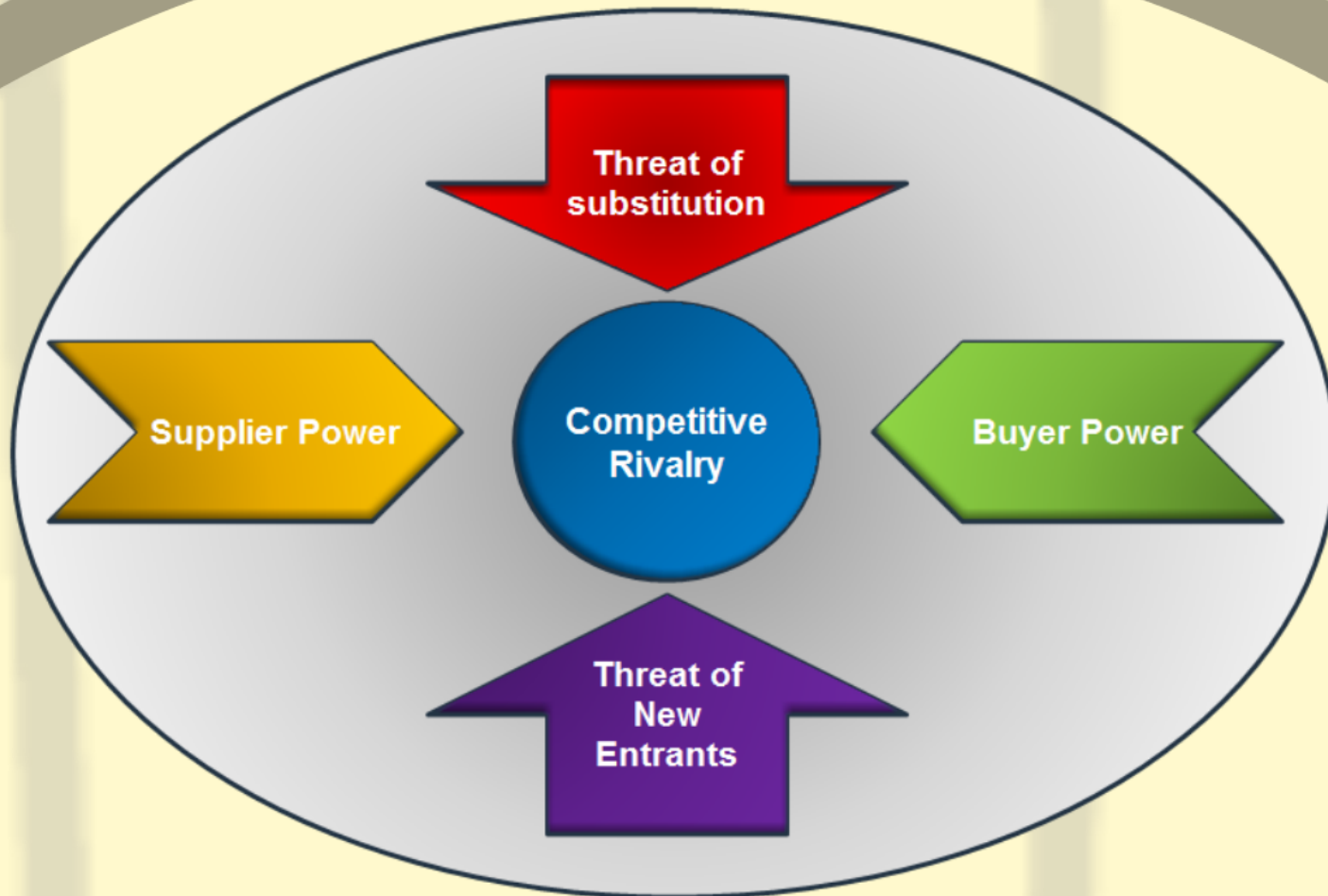
**S M A R T E R**



***Step 1: Establishing  
Objectives and Standards***



**Our goal for the company is to obtain a more progressive and beneficial purchasing control, increasing industry attractiveness for the business. This is explained by Michael Porter in Porter's 5 Forces. The specific force that concerns purchasing control are suppliers. It questions the bargaining power of suppliers, and determines the intensity of competition within a certain industry.**



**Our goal for the company is to obtain a**



# **LUSH**

**FRESH HANDMADE COSMETICS**

Lush Cosmetics is a predominantly quality concentrated company. Our current suppliers are scattered across the world, meaning that the majority of these materials can only be imported. This proves to be costly to the business, which is reflected in the price of our products. Lush aims to upgrade the quality of inventory by 15% this year.





**This program will be completed by employees on all levels, as to emphasize that worker engagement is important regarding company goals.**



**In addition to this action,  
we will set a clear depiction  
as to what “quality”  
looks like for each product.**

**By setting and communicating  
these standards, everybody in the  
company will work towards it.**