



Nordstrom Consolidates MRO Activities

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by Ted Kemp

SEATTLE - Nordstrom is corralling the last third of its maintenance, repair and operations suppliers onto a Web-based procurement system, and expects to complete the work by the end of the year. The effort marks the final push by the upscale retailer to consolidate both its MRO suppliers and the technology platform through which it acquires goods for its more than 140 stores, catalogs and Web site.

Nordstrom Vice President of Procurement Steve Kesinger told Executive Technology that previously, "each business unit did their procurement in the traditional way - by picking up the phone."

About 500 Nordstrom users are allowed to access a virtual catalog of suppliers and search for goods by product category using a Web-based link to a common purchase area. Suppliers are registered with the system, and log on securely with a password.

The retailer implemented sourcing and procurement technology from ICG Commerce, Jenkintown, Pa., which provides Nordstrom with reverse auction capability and strategic sourcing services in addition to the hosted catalogs. Nordstrom has worked with the vendor for about three years.

"We have something a lot closer to one-stop shopping than we had in the old days," said Kesinger.