

VACANCY

# Business Process Improvement Manager

## Requirements

- Over 6 years of work experience
- University degree in Business Administration, Commerce, or a related field
- Retail or B2C
- E-commerce
- Category Management processes
- Continuous improvement, process optimization, and CI tools (e.g., DayStar, 5S, Kaizen, BPM, DMAIC)

📍 Varsseveld 📁 Minimum of 6 years experience





Kramp is Europe's number one agricultural wholesaler. The company is driving a digital transformation with a strong focus on e-commerce to accelerate its growth. The Business Process Improvement Manager will map, define, and improve the category management processes that empower Kramp to remain the leading player in its industry.



# Kramp

**Kramp Group is the ultimate one-stop shop and strategic partner for every agricultural dealership in Europe. The wholesaler supplies over 500,000 different spare parts and accessories for clients in agriculture, forest & grass care, and construction, along with a broad portfolio of technical support and business solutions. Kramp is well-known for its reliability, exceptional service, next-day delivery on thousands of items, and excellent value for money.**

Kramp is much more than a supplier of parts. By investing in digitization, e-commerce, and innovation, Kramp stays ahead of its competitors and strengthens its leading market position. The wholesaler boasts healthy profitability and a turnover of over one billion euros annually. Over the past years, the company has shown remarkable growth, mainly fueled by its digital transformation and a strong focus on e-commerce. As a leading player in its industry – and supported by investor NPM Capital – Kramp is perfectly positioned to continue its expansion.

“Kramp still feels like the start-up we were over seventy years ago. We have the spirit of a family business and the international success of a large multinational.”

– Eddie Perdok, CEO



Kramp's transformation towards an e-commerce-driven business model asks for new ways of working throughout the organization. What put Kramp ahead in the past decades differs from what will strengthen its lead going forward. That is why the wholesaler invests significant time and effort in transforming its culture, systems, and processes to match its digital ambitions.





# Business Process Improvement Manager

**The BPI Manager will define, map, and improve processes, bringing rigor to Kramp's execution. Their primary focus will be Category Management. This team is organized centrally as a Kramp Group team, providing a framework to countries in which they have freedom to operate. Members of the Category Management team are geographically spread across Europe. The BPI Manager will report to the Global Process Owner and get the freedom to adopt a hybrid working model, including alternating between Kramp's headquarters in Varsseveld and its innovation-oriented hub in Utrecht.**

The BPI Manager will establish category management processes that help Kramp transition toward a full-fledged e-commerce model. They will identify and implement business process and technology improvements and drive standardization to boost efficiency. Additionally, the BPI Manager will enable a data-driven approach to problem analysis and solution design. One of their main challenges will be the vast scale at which Kramp operates. With over half a million SKUs, the BPI Manager must prioritize effectively to navigate the complexity that comes with these volumes.

One of the core responsibilities of the BPI Manager is to translate the (category management) strategy to optimizations in daily operations. They will collaborate in cross-functional teams to improve the processes for, e.g., assortment and



brand positioning, launching a new product, and addressing customer needs. Next to category management, the BPI Manager will also work on pricing and continuous improvement (CI). They will be the linking pin to Kramp's Group-level CI team and the international CI community. Jointly, they will embed a culture of continuous improvement in the product management organization and provide input on best practices to incorporate into the Group's CI roadmap.

The first twelve months will center around mapping the current processes, kickstarting the optimization efforts, and piloting new process designs in smaller categories, such as forest & grass care. For a process-minded professional with the persuasiveness to get people moving, the role of BPI Manager is a great chance to build a new way of working and contribute to Kramp's digital transformation. Such an impact on a soon-to-be two-billion-dollar company will open up exciting next steps and follow-up opportunities. 🇳🇱

**Interested?** Kramp is working with Top of Minds to fill this vacancy. To express your interest, please contact Charlotte Braat at [charlotte.braat@topofminds.com](mailto:charlotte.braat@topofminds.com).



**“To accelerate Kramp’s digital transformation, it would help if the new BPI Manager is familiar with process improvement in an e-commerce setting and can leverage their knowledge to inspire their colleagues and propel us forward.”**

**Ineke de Moor, Director of Product Management**