

# Walgreens: An extraordinary resilience

**2007**

*A strategy at it's limit*



Market saturation



External factors



Falling stock

**2008 - 09**

*Strategy & helps to rewire for growth*



HQ restructured

Labour costs assessed



\$1 billion saved



**2009 - 14**

*A customer focused approach*



Updated new look



New marketing capabilities



Reset supervisory chain



Employee training



New in-store processes

**2015 - 17**

*An ongoing success*



Stock sky rockets



A new mindset for employees



Customer delight

20% increase in customer delight