

## Wesfarmers Coles and the ALP Connection

by shopper *Wednesday, Aug 7 2013, 2:26am*

international / prose / post

I have written [extensively](#) on the thoroughly inept, paralysed, and according to the regulator, DISHONEST/DECEPTIVE management of Coles supermarket chain; so it comes as no surprise to learn that one of Wesfarmers Coles' senior executives, Mr Andrew Charlton -- perhaps one that was involved in the roll-out of the clearly inappropriate ice display trays, has a cosy relationship with Kevin 'do-nothing' Rudd. [Readers should note the ongoing issue of Coles placing frost INTOLERANT vegetables on ice for extended periods, which severely damages stock and reduces storage life AFTER purchase.]



Mr Andrew Charlton of Coles was recently asked by the ALP if he would contest the seat of [Dobell](#) on the NSW Central Coast in the upcoming federal election. However, Mr Charlton declined the request/offer as he is aware that it's all but over for Labor, a party he assisted in disabling -- if his previous consulting advice to Rudd is any indication.

So now we know where failed ministerial advisers/consultants go after they FAIL in politics, to Wesfarmers Coles to infect a once viable business organisation with that special touch of incompetence, imbecility, arrogance and insularity -- if 'track records' mean anything at all!

It seems that dunces of the feather flock together; the ALP and Coles are a perfect example.

Consider this historical reality: Coles has been informed on numerous occasions to address and rectify the problem of placing frost INTOLERANT Asian (and other) sensitive vegetables on ice for extended periods. And what do you suppose Coles has done about the obvious, easily rectified problem? Absolutely NOTHING! Now consider that ice TOLERANT vegetables, Broccoli and Brussels Sprouts etc, are displayed in ice-free, cooled display cabinets and this absurd arrangement becomes truly comical -- notwithstanding the easily obtained advice from growers and suppliers regarding ice/frost INTOLERANT vegetables!

After highlighting numerous gross errors in Coles's latest [email](#) -- from a newly placed manager, I would add -- I am patiently waiting for an intelligent and professional response. Of course, I now have considerable experience with Coles' fear induced ('rocking the boat') paralysed, initiative devoid management and am not holding my breath. It took EIGHT MONTHS for Coles to adequately respond to a relatively simple complaint, notwithstanding the issue REMAINS unresolved! One can only wonder how managerial staff cope with difficult problems that require intelligent decision

making and immediate remedial action.

Experience in the corporate sector would indicate that Coles is suffering from fear induced managerial inertia/'paralysis,' a type of negative, *counter-productive group think*, which is clearly impacting the business, we are reminded of exactly the same paralysis in eliminating toxic Julia Gillard from the Labor leadership when the imperative was plain to see!

This systemic managerial syndrome is well known and usually requires external remedies to cure; behavioural 'shock therapies' are usually recommended by expert consultants, as it is known that once this syndrome infects management it inevitably results in negative, counter-productive, implosive circumstances.

Failing internal rectification, (inevitable) external pressures usually force self-confrontation; major shock therapy may appear in the form of widely published (open) reports to shareholders and a permanent web presence designed to highlight inadequacies and attract staff, supplier and customer complaints -- take note uninfected managers and directors!

Also consider the negative impact on business of unnecessary escalated external responses. Rectifying problems -- in this case re-arranging vegetable stock displays in the appropriate display cabinets and placing ice tolerant vegetables on ice, or better yet, cutting losses and removing the idiotic ice tray displays altogether and sacking/demoting the idiots involved in their ill-considered implementation -- should always have a higher priority than pandering to managerial egos. Please note, effective external remedial solutions should also apply to the highest levels of management.

Simple or easily rectified problems should never be allowed to deteriorate or escalate to levels that exact a huge negative toll on business. The 'continuing' problem described above could have been COMPETENTLY and satisfactorily resolved EIGHT MONTHS ago!

Given the paralysis, disregard and arrogance of the minimal responses to date, I can hardly wait to receive the next astoundingly inept response from Coles' management.

It should also be noted that after "confirmed" advice from Melbourne (head office) that vegetable stock would NOT be removed to storage facilities before 11:45pm, the Eastgate Bondi Junction store continues to disadvantage late night shoppers by removing stock HOURS before the "confirmed" time-advice from head office, Melbourne -- please refer to store surveillance videos for confirmation.

Leaving a few severely frost degraded items of stock for late shoppers is simply unacceptable. One can only wonder why this simple problem seems impossible for interstate managers to solve; Asian and other sensitive vegetables continue to be inappropriately displayed on ice when they could EASILY be displayed in readily AVAILABLE cooled, display cabinets!

A staggering NINE MONTHS later, Coles' navel-gazing management is still 'frozen' on the issue!

Good luck Kevin Rudd!

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Jungle Drum Prose/Poetry. <http://jungledrum.lingama.net/news/story-737.html>