

Organisational Structure: Marks & Spencer

Module: Understanding Organisational Structure and Culture (LCBB4009)

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What organisational structure means



Three different kinds of structures



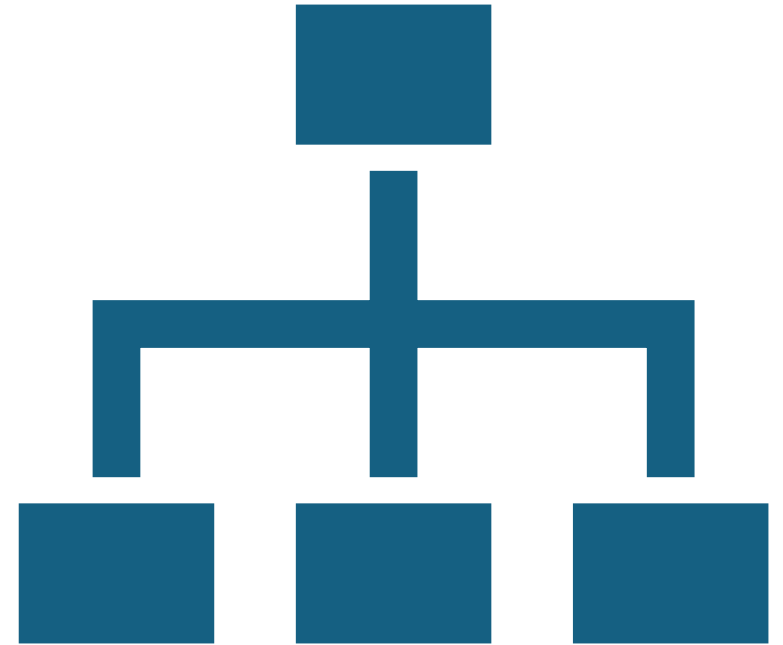
How each structure relates to M&S



Conclusion

What is Organisational Structure?

- Organisational structure shows how a company is organised
- It defines roles, responsibilities and reporting lines
- It helps communication and decision-making
- At M&S, structure helps manage many stores and employees across the UK

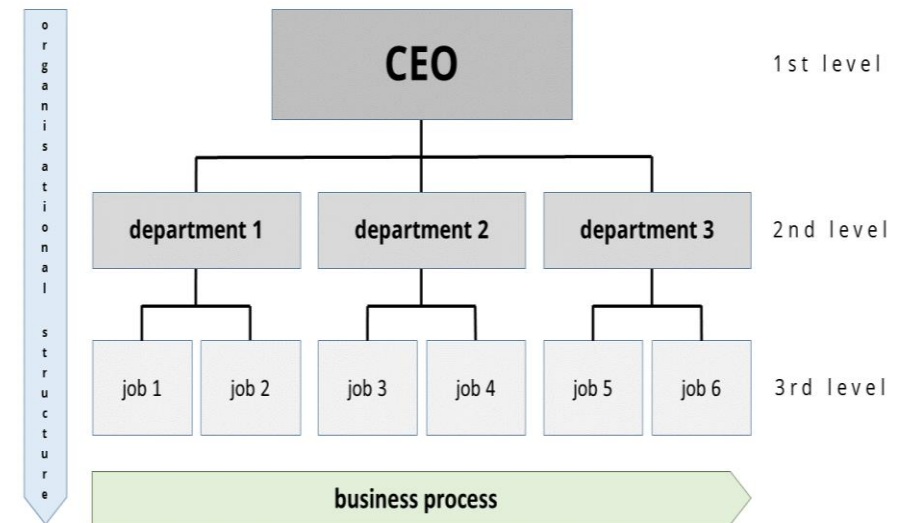


Functional structure at M&S

- Staff are grouped by department
- Examples: Finance, HR, Marketing, Operations
- Each department has its own manager

At M&S:

- M&S has departments like HR, Finance and Marketing
- These departments support all parts of the business
- For example, HR manages staff across stores and offices workers focus on their special job



Divisional Structure at M&S

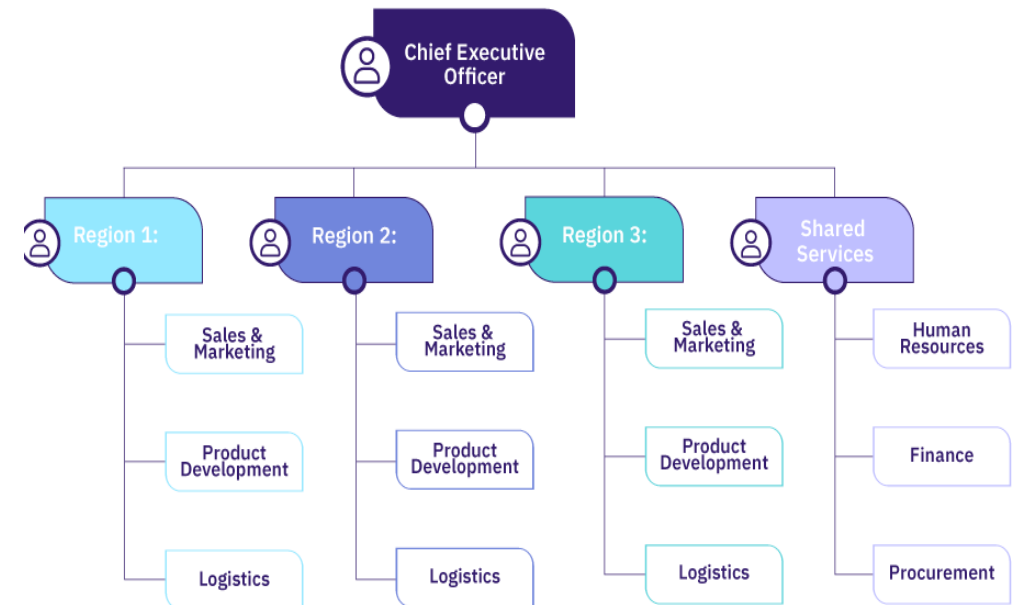
Divisional structure groups employees by product or business area

At M&S:

M&S is divided into: Food, Fashion, Home & Beauty

- Each division focuses on different customers and products
- This helps the business meet different customer needs

Divisional Structure



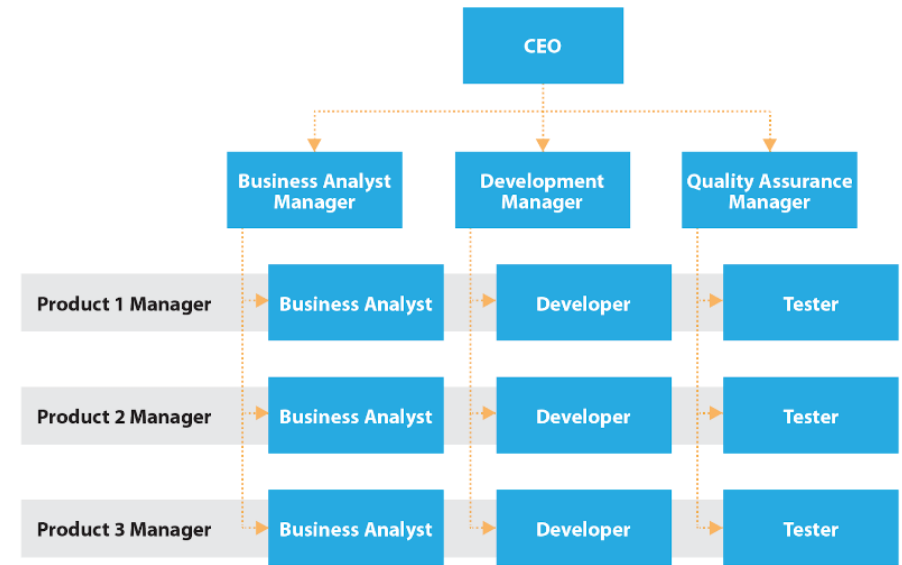
Matrix structure

Matrix structure combines functional and divisional structures. Employees report to more than one manager.

At M&S:

A marketing employee may work for the marketing department and work on campaigns for the food division and the clothing division.

- It helps teamwork across the business





Overall Structure at M&S

M&S is one of the largest UK retail businesses.

It sells different products such as food, clothing and home items.

Because it is a big company, it can use a mix of different structures in different parts of the business.

- ✓ Functional → for departments (HR, Finance)
- ✓ Divisional → for Food and Clothing
- ✓ Matrix → for teamwork across departments

M&S can focus on different product areas while managing a large number of employees and stores because of this kind of structure.

Conclusion

Organisational structure is important because it shows how a business is organised and how people work together.

Functional, divisional and matrix structures all have their different strengths and weaknesses.

Overall, M&S uses a combination of structures. The divisional structure is the most important for them because they have different product areas and customer needs.



References

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