



THE FUTURE OF
Workforce Development
WHERE RESEARCH MEETS PRACTICE

Plenary Session:

Home Depot University: Where Learning and Development is a Competitive Advantage

Speaker:

Carol Tomé
Home Depot

September 20, 2012

Federal Reserve Bank of Kansas City, Kansas City, Mo.

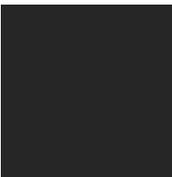
*For additional information about The Future of Workforce Development Conference, contact:
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steven.shepelwich@kc.frb.org*

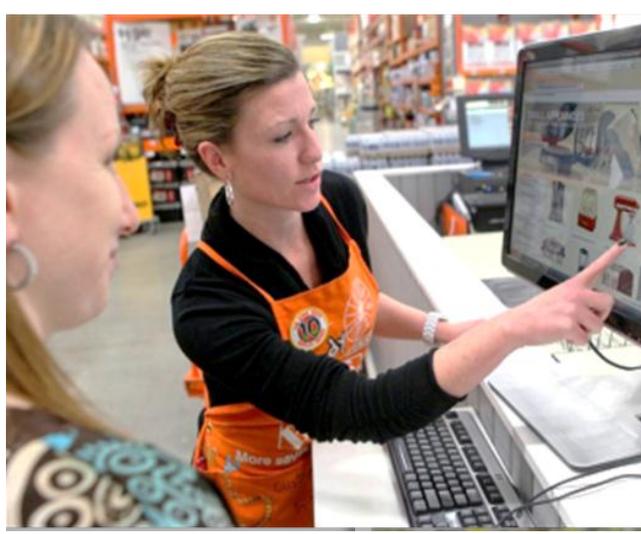


**Where Learning & Development
is a Competitive Advantage**

Carol Tomé

**CFO and EVP-Corporate Services
September 20, 2012**







World's Largest Home Improvement Retailer

- **Stores:** 2,248 *(as of 9/14/12)*
- **Operations:** U.S., Canada, Mexico and China
- **Associates:** ~300,000
- **Revenue:** \$70.4B USD (FY11)
- Member of **DOW**; **NYSE (HD)** since 1981

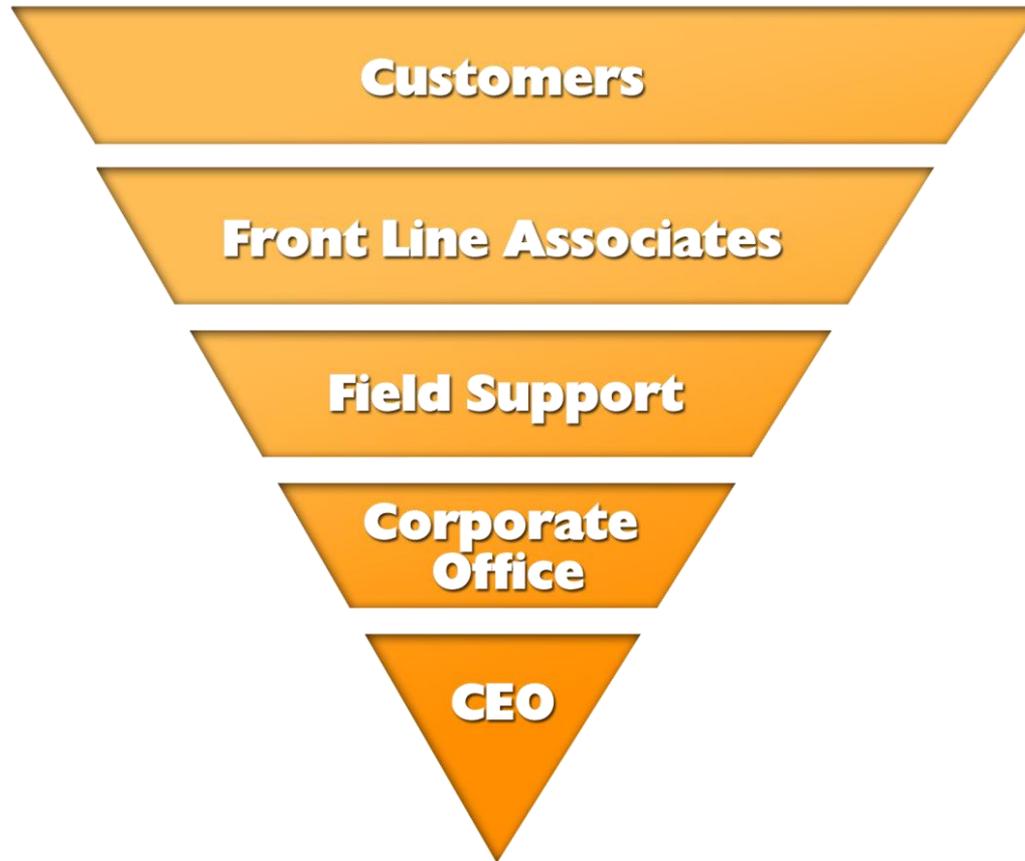


The Power of a Values-Based Business



Taking Care of Our Associates, Customers & Communities

Inverted Pyramid



Customers and Associates First

The Power of The Home Depot



Interconnected
Retail

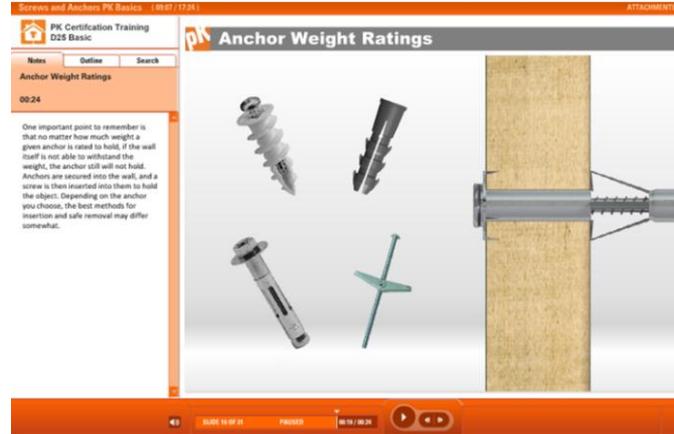
Passionate About
Customer Service

Disciplined Capital
Allocation Driving
Productivity and
Efficiency

#1 Product Authority for
Home Improvement

**Delivering a Best in Class,
Interconnected Retail Experience**

We Sell Projects, Not Products



**10
Million
Hours of
Training
Annually**



Customer Service



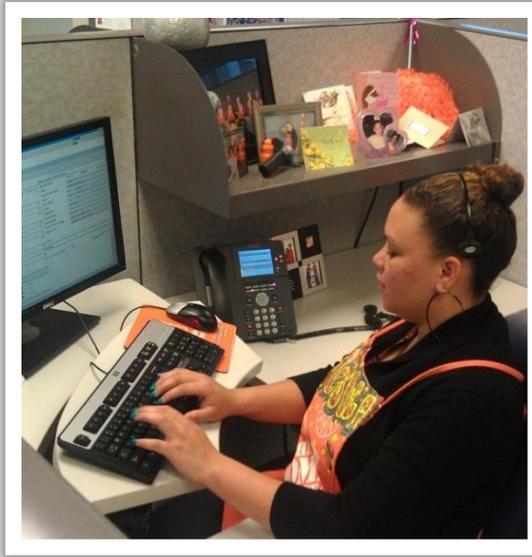
Training Model



Speed, Reach, Consistency



Social Media & Interconnected Retail



The Warehouse



WAREHOUSE

Share what you know. Learn something new.



Online Community Fosters Solutions



WAREHOUSE

FAQ

Share what you know. Learn something new.

Logout

Search

Browse Tags

Search



My Pages

Recent Activity

Share

People

Home | Report abuse >

My Pages

- my Connections
- my Profile
- my Messages
- my Blog
- my Groups

Categories: D90/96- Front End/Lot, Operations

All Groups >

D90 - Front End Operations

This group is open to anyone who works in or wants to know more about D90 - Front End Operations. Please offer your feedback, questions or comments here. This is the place to pose that question to your peers from across the country and the SSC.

****Attention**** Please continue to follow the current processes that are in place for your particular department , do not use the Warehouse instead of following these processes or procedures. We thank you for your compliance.

Founded by homedepotmichael | 134

Join this Group

716 Discussions 38 Files 0 Meetings 1820 Members

Subscribe to D90 - Front End Operations

Email

Discussions

You Make The Call

What product was missing from Savings Spectacular in 2012 that you would like to see in Feb-Mar-2013?

Vote

View Results

Kelly S Brown

Member since January 7, 2011 | [My Activity](#) | [My Portfolio](#)



About Me

Kelly Brown at store 147, Been with Home Depot since 1996, started at store 105 in garden dept then to 126 in hardware dept then to 147 Buford GA. worked in Bookkeeping for 12 years. Started CRTV March 2012 as my secondary department after I finish my Bookkeeping work in the mornings.

I Am Looking For

Feedback and answers for Bookkeeping and CRTV

Back office phone number 770 831-2128 Fax 770 831-2136

Total Contributions

1119

Send a message



YOUR ORANGE VOICE MATTERS!

Learn More Today!

SCORE BIG



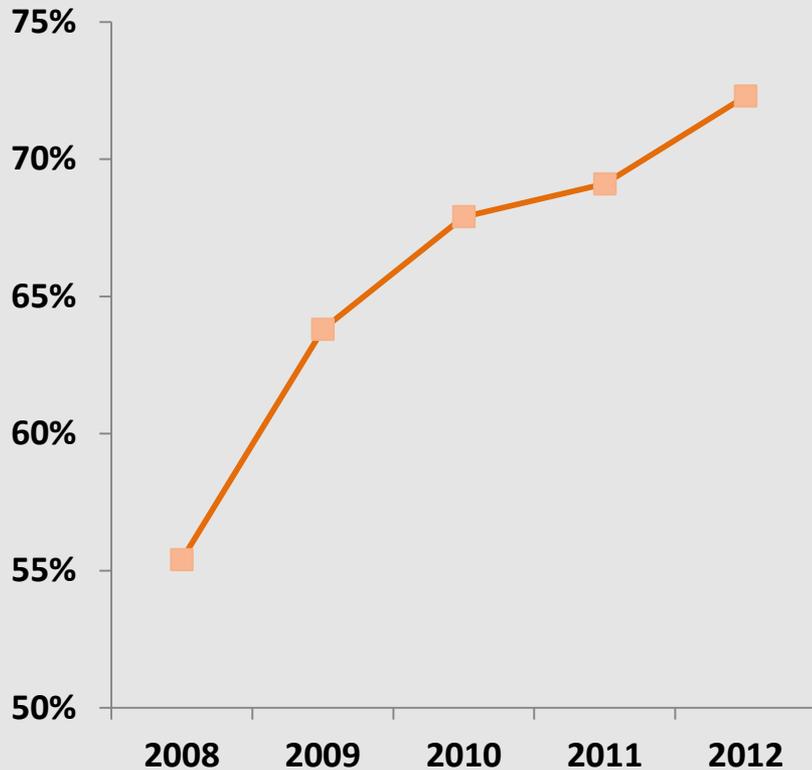
Warehouse Access!

Access the Warehouse while OFF the THD network NOW AVAILABLE! Click here to read more.

Customer Service Results

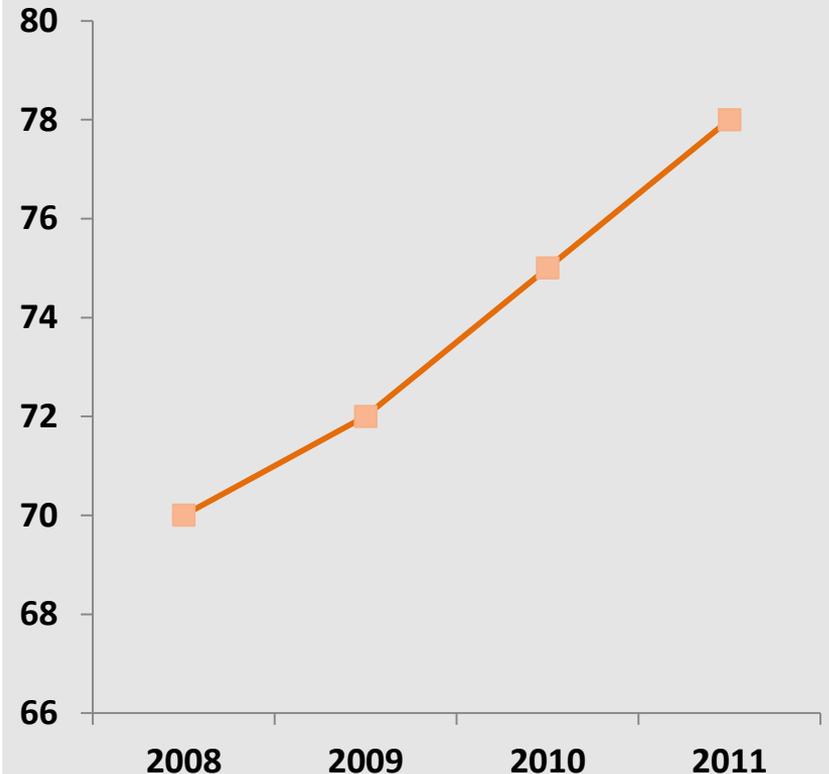


Net Promoter Score¹⁾



1) U.S. Consumer

Univ. of Michigan ACSI



University of Michigan , The American Customer Satisfaction Index

Recognition Programs





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