The FutureWork Playbook Podcast Season 6, Episode 4: Fast Co. "Most Innovative Companies" Jüsto: Inside Its Approach to Fulfillment, Supply Chain, and Customer Loyalty

Insights

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The FutureWork Playbook podcast season 6, episode 4, "Fast Co. 'Most Innovative Companies' Jüsto: Inside Its Approach to Fulfillment, Supply Chain, and Customer Loyalty" hosted by partner and chair of employment & labor practice Natalie Pierce, releases today.

Natalie Pierce invites Paulo Neto, Jüsto's Chief People and Performance Officer, for a conversation about the teams and technology that are driving Latin America's fastest-growing online grocery platform. Tune in as Paulo pulls back the curtain on Jüsto's strategies for building high-performance teams and processes that ensure its fulfillment centers deliver results 24/7. Every person, regardless of position or level, must be committed to Jüsto's culture: "Always thinking about the customer," Paulo explains.

Episode highlights include:

- Jüsto is a 100% digital platform that leverages AI to map the customer's shopping journey for a unique experience.

- By cutting out supply chains, buying from local farmers and products and saving customers' time, Jüsto responds to these key components of shopping:

experience, time and economy.

- Jüsto's strategy to ensure operating efficiency is focused on these three pillars: people, process and systems.

- New people leaders should not try to turn a team's weaknesses into strengths, Paulo suggests, but rather discover strengths and consolidate. That way, high-performance teams can deliver results that support the company's goals.

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