



John Timpson Chairman, Timpson

No-nonsense John Timpson is Chairman of the family-owned, fiercely independent business, Timpsons. He is renowned for his Upside Down Management philosophy, and speaks with great insight and humour about life at the sharp end of retailing.

Themes

Upside down Management

Service Excellence

Leadership

Creating a 'Great Place to Work' Culture

John Timpson is the Chairman of Timpson, the family owned, fiercely independent and proudly maverick high street retailer. For nearly 140 years, the company has made, sold or repaired shoes. Today it offers cobbling, key cutting, engraving and watch repairs through its 850 stores.

John is renowned for his Upside Down Management philosophy that pushes as much control as possible to the guys running the shops. He has championed a culture in which store managers set prices, order the stock, and have huge scope to provide excellent customer service.

A best selling author and sought after speaker, John is a no nonsense man, his insights rooted in many years at the sharp end of retailing. He has bought failing high street brands – Speilman, Mister Minit among them – and breathed new life into them.

John talks with great insight and humour about leadership, achieving and sustaining service excellence and how to create a level of employee engagement which has made Timpsons officially one of the best companies to work for again and again – placed in top ten of Sunday Times Great Place to Work awards every year they have entered.

John is a renowned philanthropist and has aligned the business's drive for profitability and excellence with its social mission. One of his recent innovations is a training scheme inside Liverpool Prison.