



01

Processes



02

Timing



03

KPI's

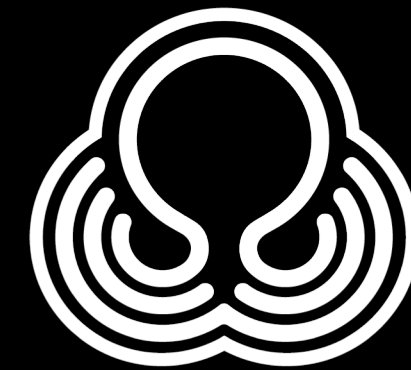


04

Test



Find out with
the guide of



B_Lab

Do in-store
operations have
the right focus
in your
company?

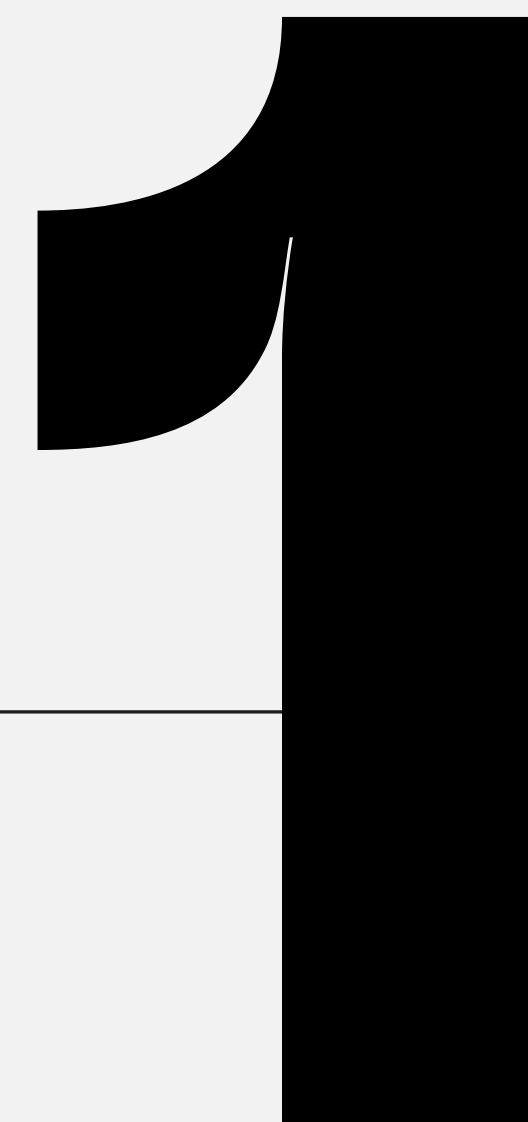
So:

- ✓ From the reception of the goods what are the steps to optimize processing time of new goods and store replenishment?
- ✓ Is there a detailed schedule of each mentioned activity?
- ✓ Is there a prior and qualitative planning of the resources dedicated to each activity and is there prior assignment of all tasks?

Is there a defined process for each of the following activities?

- Reception and processing of goods
- Change of Layout
- Preparation Floorset
- Opening of a new store

PROCESSES ANALYSIS



TIMING

- Is there a clear timeframe and deadline for every operational activity?
- If so, are there more than 4 hours for processing the goods?
- Probably if there is a launch date for the new collection or for the new floorset stores will be ready, but the execution lasts more than 4 hours?
- The replenishment is done less than 3 times in the day?
- How much time takes to do the replenishment? More than an hour?
- Is the average time to set up a store for a new opening more than 3 days?

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KPI's

In store everyone knows and work on improvement goals at least of the following KPIs?

- **Productivity store in €** : Total sales/Total hours
- **Operational productivity in units**: Average units received/ Hours used for processing goods
- **Sale per sqm**: Total sales/ Square meters of sales floor
- **Conversion rate**: Number of purchases/Number of visitors x 100
- **Rotation**: Sales/average inventory

3

TEST

Print the form you find in the next slide and ask your Retail Manager/Area Manager to fill it for each store and the total network

Analyze together the results of each store comparing them with the all stores average and defined together new objectives

Do it every semester and you will see significant results in sales and team motivation



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How long does it take to process the delivery in store?	
How many people work on the delivery?	
How many units does the store receive on average?	
Productivity in units (received units/labor hours spent)	
How long does it take for the store manager to organise the Floorset set up? (planning, schedule..)	
How much time it takes the Floorset set up(total hours spent)	
How many resources in the Floorset set up?	

How long to reorganize the product in the stockroom after the Floorset set up?	
Productivity in units (units received/labor hours)	
Productivity YTD (Sales/Labor hours)	
Sales per sqm (Sales/store sqm)	
Inventory turnover (Sales/Average Inventory)	
Conversion rate	

THANKS FOR WATCHING



Best,
B_Labb team
www.b-labbconsulting.com