

Enhanced customer experience

Great customer experience through excellence in store operations

Challenge



Inefficient stocking and arrangement

- Improve customer satisfaction
- Control costs while improving overall efficiency



Long check out queues

- Optimize Staffing planning according to work load as per customer traffic
- Method improvements in freight material handling and storing



No Plan-o-gram standardization



Low customer satisfaction score

Our Approach

- Define customer service requirements for different sections
- Detailed study of layout and store management including material handling & storage, shelf arrangements, replenishment & cleaning, check out, customer desk etc
- Time and motion study to develop work standards
- Identify non-value added work elements and take actions to eliminate
- Benchmarking the activities and applying lean to achieve standards
- Enable store manager to effectively plan and allocate work based on optimum load balancing.

Results



Reductions in check out time and waiting time



35% reduction in overall staffing requirements



Increased revenues and profit margins due to efficient store operations



Plan-o-gram standards, improved staff utilization and overall improved customer experience

Talk to us to know how we can help you achieve enhanced customers experience