Retailer Improves Store Processes and Labor Efficiencies to Drive Results

Client Challenge

The client is a $37+ billion small-box discount retailer with over 19,000 stores in the United States. The retailer's leadership recognized the need to better understand and improve store processes, staffing model, and labor standards. The retailer strategically operates with a lean store staff. The client sought to validate this approach and focus labor on value-added activities, such as customer service. The retailer wished to identify opportunities to deploy more efficient store processes and optimize labor budgets.

Parker Avery Solution

Parker Avery evaluated the retailer's current store processes across multiple formats and geographies, taking into consideration the impacts of store size, volume, and other pertinent factors. The studies were conducted over several weeks to capture store traffic variances.

The project team devised specific recommendations to improve store processes, focusing on areas that offered the greatest potential to streamline and simplify, including:

- Front end (checkout/returns)
- Inventory management (receiving/stocking/RTV)
- Store merchandising activities (resets/promotions)
- Back office/management (invoice/cash handling)

Parker Avery's store process improvement team:

- Validated the time required to perform store activities and compared with existing engineered standards
- Identified key areas requiring improved store process design
- Performed a gap analysis against leading practices
- Developed a set of prioritized store and upstream opportunities that offer the greatest potential for efficiency gains

Parker Avery's recommendations focused on removing as much non-value work from the store staff as possible by identifying ways to optimize inventory and reduce merchandising tasks.

RESULTS

STORE PROCESS ASSESSMENT CONDUCTED

STORE PROCESS IMPROVEMENTS PRIORITIZED

STORE LABOR EFFICIENCES ACHIEVED *

* Expected

Parker Avery's recommendations included short-term actions and long-term initiatives, as well as a high-level assessment of implementation impacts and business benefits. The client is using these recommendations as input to drive merchandising reset improvements and optimize in-store inventory management efficiencies.

The Parker Avery Group helps global retailers and consumer brands solve their most important challenges across merchandising, supply chain, and omnichannel.

Book a discovery call:
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