



PM AM

# CASE STUDY MANAGE STORE OPENINGS RESOURCE ALLOCATION & TRAVEL

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**Client** – A listed Merchandising Group (System used by Wal-Mart, Kmart, Rite Aid, Big Lots, Staples).

## Problem Statement

To provide the needed planning and execution for resource, logistics and budget for opening new store is a challenge for any Chain of Retail stores. Our Clients participates in thousands of new store/remodel and conversions events every year. The challenge is to ensure that the stores are setup and stocked adequately on time. Tolerance limits are literally ZERO, a days delay in the store opening causes severe financial loses besides a loss of face Consumers Setting up a store required supplicated planning to allocate the needed human resources in right quantities and at the right times. Many times it would be essential that the crewmembers work overtime and in shifts to ensure that the deadlines are met. Planning more results in excess budget and planning less resources sometimes result into delayed store opening.

The second part of the problem was that workforce, crew members (hourly) and consultants are located at various states across the US and therefore adequate Travel arrangements are to be made to get them on the Job on time, this involves a lot of administrative activities besides ton of paperwork.

## Solution

PMAM team separated the solution into 2 parts.

1. Resource Planning
2. Travel Arrangements

The *Resource Planning* is to set up allocation of crew members according to days and shifts. Various flexible templates from previous experiences are available in the system that is tweaked to review the budget and resource requirements. Once these templates are altered to meet the Store Opening deadline resources are then planned shift wise including the predications of any overtime that is needed. Accordingly the number of days and shifts are derived at and project manager, crew, merchandiser etc. are allocated and informed for the new store.

Solution allows the entire management of *Travel Arrangements*, request could be made for travel reservation and accommodation; including Car rental/ Shared, Hotel accommodation and Air travel where necessary. The requests are made through this on-line system and approvals are channeled through the approving authorities. The whole thing takes place on- line without any exchange of papers or telephone calls.

Through various dashboards and on-line reports Management has a complete transparency and control on all cost that are spent on the project.

## Advantage

- Eliminate delays in Store opening
- Optimize execution costs
- Just-in-time crew arrival and departure
- Crew being aware of overtime requirements before hand

## MANAGED STORE OPENINGS, RESOURCE ALLOCATION & TRAVEL

PMAM team planned the solution cycle in two steps, Resource Planning and Travel Arrangements. With this approach, they were able to eliminate delays in store opening, optimize execution costs and manage crew arrival and departure.

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## Our Locations



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