

CASE STUDY

Administrative Processing for 3,000 Store Retailer

Improved skill
coverage by
67%

How we helped a multi-nation retailer increase the cost competitiveness of its administration processing while reducing customer complaints – Maintained consistent staff hours, while improving skills coverage by 67% and achieving highest ever level of daily throughputs.

Overview

Leading retailer with more than 3,000 stores across Australia and New Zealand, spanning food, liquor, petrol, general merchandise, home improvement and hotels.

The focus of this program was on the retailer's Transaction Processing center.

Challenge: Lack of staff flexibility and inefficient processes were leading to high processing costs with poor service levels and customer complaints

Goals

- Implement a performance management tool
- Reduce operational costs while increasing output
- Increase cost competitiveness and reveal additional capacity
- Decrease operational cost
- Improve quality
- Cut turnaround times
- Reduce customer complaints

The Program

- Completed in Hobart, Australia over a 16-week program
- Reviewed and critiqued existing management systems and identified capabilities
- Established ideal processing times for teams to work towards
- Implemented tracking to capture errors, non-value add activities, skill levels and waste – all within the Enlighten Software™
- Conducted regular, structured training sessions plus continuous one-on-one coaching for managers

Results

- Revealed a benefit of 40%
- Improved skill coverage by 67%
- Identified over 50 process improvement opportunities
- Calculated over 1,600 hours (7.5 FTE/week) lost to incident waste and 3,000 hours (7.9 FTE/week) lost to process waste
- Achieved the highest level ever of daily throughputs without increasing staff hours

Efficiency & Productivity, Increase in Skills Coverage

