



PROCESS EVALUATION FOR DISCOUNT RETAIL COMPANY

BACKGROUND

The company hired TPG to conduct a pilot study to evaluate the existing processes at a large scale and understand the current case per hour (CPH) blended opportunity at the store level (inside-the-4-walls) and within the supporting functions at the DC and buying functions. TPG then identified areas of improvement to build out network process to be rolled out in 2019.

APPROACH

- Development of all Training Material for Pilot Study
- Deployment to 101 stores in 7 regions
- Hands-On training, store-visits, and instructions provided for store leadership
- 2-day training at Headquarters. 1 day classroom training & 1 day in-store (backroom & sales floor)
- Weekly reporting metrics and feedback calls set up with district teams to ensure Pilot compliance
- Development of 2019 CPH Model for Network Payroll Budget
- Building 2019 BOC full roll-out plan based on feedback during the Pilot Process

RESULTS

- Estimated savings of **2.5 CPH or \$5M**