

Rapid Opportunity Assessments

Operational Excellence Consulting



Today's ever-changing, uncertain world presents unique retail challenges. Logile's Rapid Opportunity Assessments deliver fast, tangible insights into your operations. We help you baseline current state and identify opportunities to improve your bottom line and optimize.

Our Operational Excellence team tailors the right assessment for your operating model—whether you're looking to capture quick wins, build a roadmap or check the pulse of your store experience.



Discover Quick Wins



Baseline Where You Are



Build a Quantified Roadmap

Meet the Assessments: Labor Deployment, Store Conditions and Customer Experience

Labor Deployment

Measure the effectiveness of how labor is being allocated across store operations with goal of improving storewide utilization.

Store Conditions

Discover quick wins to improve execution and equip managers with the right tools and information to drive store performance.

Customer Experience

Evaluate if service levels are being achieved and obtain data needed to drive service and upkeep through customer forecast.

What you can expect: Assessment design, timeline and outcomes

Our Rapid Opportunity Assessments are typically 6-10 weeks long, with data collection and observations at 4-8 store locations. Here's the blueprint for what happens before, during and after.

Study Design

- Collaborate with essential business process owners (Operations, Merchandising, Customer Service, etc.) to baseline current operating procedures and design study elements
- Design store visit schedule to achieve a statistically significant sampling across differing store types and timeframes of operation

Discovery

- Data collection analysts collect a statistically significant number of samples
- Interviews with store and district management teams

Validation

- Data collected in stores is analyzed and shared ongoingly
- Potential opportunities are reviewed for feasibility and cost/benefit considerations

Final Recommendations

- All raw data and findings delivered
- Opportunities prioritized in strategic roadmap, from quick wins to long-term investment

Contact us to discuss your challenges and priorities to see if a Rapid Opportunity Assessment is right for you. Actionable opportunities to level-up your operations await! Visit: logile.com/lets-talk

Need more detail?

Here you go.

Assessment	How it Works	Insights & Outcomes
 Labor Deployment	<ul style="list-style-type: none">• Specific areas of operation or storewide study• Core measurements defined, such as:<ul style="list-style-type: none">• Who: Cashier• Where: Front end register• What: Idle, waiting for customer• When: 2:00 pm, Tuesday• Sample population of stores and study timeframes covering high and low points of operations and customer traffic• Our data collection analysts make a full lap every 15 minutes to create a “snapshot” across operations• Data and observations leveraged to understand the Why	<p>Data summarized to your predefined needs. Analysis typically includes:</p> <ul style="list-style-type: none">• Breakdown of task utilization by job function• Utilization by store type• Utilization by time of day and day of week• Breakdown of task utilization by management vs. associate• Station utilization and queue length by time of day and day of week <p>Strategic opportunity roadmap to:</p> <ul style="list-style-type: none">• Improve overall productivity• Better place customer service activities at the right time• Optimize timing of key tasks throughout day or overnight shifts
 Store Conditions	<ul style="list-style-type: none">• Specific areas of operation or storewide study• Most impactful processes for evaluation selected regarding productivity, customer or product• Our Operational Excellence team evaluates each process for the following:<ul style="list-style-type: none">• Current state vs. industry peers / best practice• Can the process be performed in a more effective way?• Do associates have the right training to perform the process in the most effective way?• Equipment or technology that could aid the process, with cost/benefit• Evaluation of the tools and KPIs available to management teams and how effectively they are being used	<p>Ranked and detailed summary of each identified opportunity, containing:</p> <ul style="list-style-type: none">• Current state vs. potential future state overview• Equipment, technology, training or process changes required to implement the opportunity• Potential impact on customers or associates• Quantification of opportunity cost and benefits with potential ROI• Benchmarking of current performance management tools available to store and district management teams vs. industry best practice• Store performance opportunity roadmap
 Customer Experience	<ul style="list-style-type: none">• Specific areas of the customer journey or storewide study• Critical elements of your customer journey mapped out, such as:<ul style="list-style-type: none">• Customer engagement expectations• Add-on or upsell strategy• Product focus categories or promos• Recovery strategy• Queueing expectations• Our data collection analysts discretely sample a customer’s complete journey• Evaluation of other factors impacting conversion, such as out-of-stocks and pricing errors	<p>Data summarized per your predefined needs. Analysis typically includes:</p> <ul style="list-style-type: none">• Rate of customer engagement and average length of engagement, by store and product category view• Impact of factors such as sales consultation, product trial or fitting room on conversion and basket size• Average recovery needs per customer, by category• Average time spent in queue• Balk rate (lost sale) by root cause factor <p>Strategic opportunity roadmap to:</p> <ul style="list-style-type: none">• Adjust labor allocation to achieve your desired customer experience• Better place customer service and store recovery activities at the right time, based on customer forecast• Increase sales by capturing more potential purchases