

Case :

118

Country :

The Netherlands

Sector :

Retail

Company :

The number 1 Dutch retailer with 40.000 employees in 600+ stores.

Type of intervention :

Retail- stores.

Productivity improvement.

Customer service improvement.

Stock management.

Store management.

Lay out stores.

Project goal :

Our mission was to develop a program for the stores in order to increase efficiency, customer service and employee satisfaction.

What did we do?

First phase consisted in upgrading 6 pilot stores in which EffCo, together with a large (12) team of taskforces (client's people who have been fully trained in our techniques), developed a model that was to be rolled out to all 600 stores over the next 2 years. EffCo was in charge of the roll down, during which our role changed from developer to coach and mentor for the AH coaches.

We improved store management and supervision.

We developed adequate management information that significantly changed management styles.

Results :

Efficiency improvement of 11%.