

## Strong Communication and Collaboration Leads to Improved Service and On-time Performance for Store Network



### Situation

A large retail chain with over 1,800 stores was looking for customer service to avoid getting backed-up and facing safety concerns. With some locations in remote areas, there were inherent challenges that led to store associates being re-assigned to help manage pallet logistics. The goal of our collaboration was to help the customer improve their own internal store experience and on-time performance.

### Solution

We met with district and operations managers from a wide range of locations to listen to their issues and concerns. We collected their feedback and gathered additional input from store employees in over 400 stores using an electronic survey. This insight helped us understand their specific needs and how we could collaborate to make the most significant impact. We offered a variety of solutions that would help them focus on their operations by outsourcing the pallet management process to us. We implemented reverse logistics and store retrieval programs in all their stores and distribution centers. We also set them up on the Prime360 portal so they could track the process in all 1,800 stores.

### Results

The results showed an immediate impact. This was a true partnership centered around performance improvement. They now have a TPM program they can trust which ensures they have what they need in every store, across the country, to keep their products moving. With PrimeVision™, our customizable technology platform, management can monitor operations to ensure ongoing efficiency and optimization continually. In this case, our customer quantifiably reduced labor costs by 28% as their employees were re-assigned to their original positions.

*“The Prime360 team went out of their way to listen to us and present viable options to help us improve our operations. They efficiently implemented their TPM program across all 1800 of our stores and the results have been astounding. We focus on our business and they focus on theirs. It’s a strong partnership that we look forward to growing.”*

– National Grocery Company

### Contact Us

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