Retail 2.0

A strategic retail improvement program

Executive Summary



The Retail 2.0 improvement program's systematic approach develops measurements, actions and projects end-to-end. It furthermore ensures implementation governance.

Initiate & Plan	Mobilize	Manage & Implement	Review & Improve	Close
Objectives Improvement Objectives Sponsor expectation	ions	ational KPIs	ine Capabilities Gaps Blueprint	Measures Levers Measures
sparency Manageme	nt			Milestones
nsparency Manageme Monitoring System	nt Reporting	Data Repository		Milestones
	Reporting	Data Repository Non-Financial		Milestones



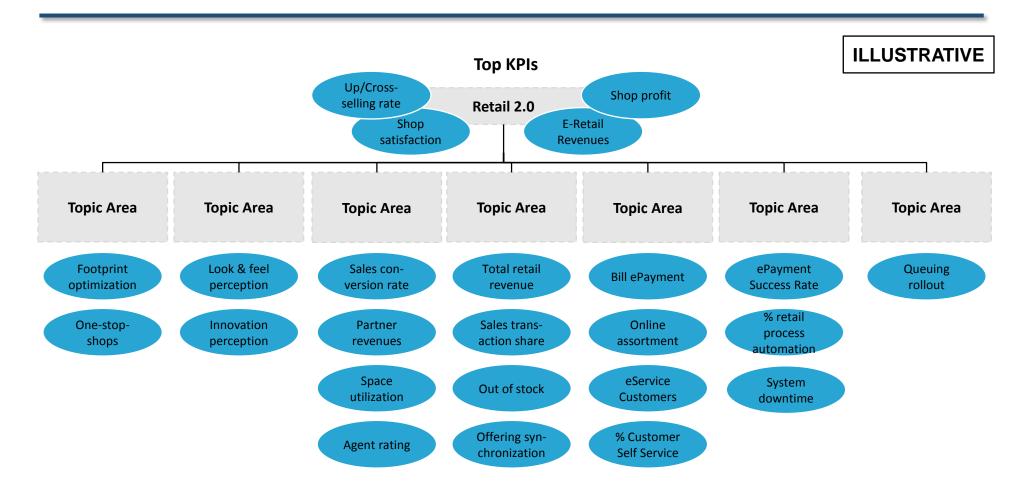
Objectives and KPIs set the basis for operationalizing the reviewed retail strategy.

Initiate & Plan	Mobilize	Manage & Implement Review	/ & Improve Close
			[
Objectives			
Improvement Obje	ctives Metrics		
Sponsor expectat		Baseline	
		tional KPIs Capabilitie	25
	Opera	Gaps	Measures
		Blueprint	Levers
		Blueprint	
		Виерппс	Measures
		Виерппс	
		Виерппс	Measures
parency Manageme	nt	Виерппс	Measures
parency Manageme Monitoring System	nt Reporting	Data Repository	Measures
			Measures
Monitoring System	Reporting		Measures
Monitoring System	Reporting		Measures
Monitoring System am ROI Manageme	Reporting	Data Repository	Measures
Monitoring System	Reporting nt Financial	Data Repository	Measures



3

Improvement metrics are based on the Company's strategic requirements. The actual KPIs depend on the Company's situation, defined objectives and current gaps.





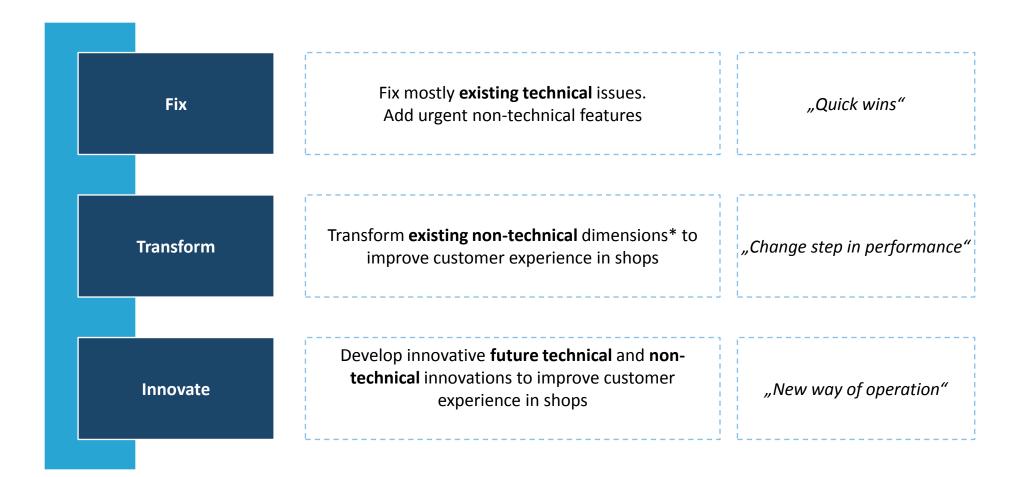
The comprehensive gap analysis serves as baseline for developing improvement levers, programs and projects.

Initiate & Plan	Mobilize	Manage & Implement	Review & Improve	Close
Objectives Improvement Objecti Sponsor expectation	ns	egic KPIs	line	
		tional KPIs	Capabilities	
	Opera		Gaps	Measures
			Blueprint	Levers
				Measures
				Measures Milestones
Monitoring System	t Reporting	Data Repository		
Monitoring System fit Management	Reporting			
sparency Management Monitoring System fit Management Business Case		Data Repository Non-Financial		
Monitoring System fit Management	Reporting Financial			





Improvements activities are categorized into quick fixes, transformation and innovation programs/projects.

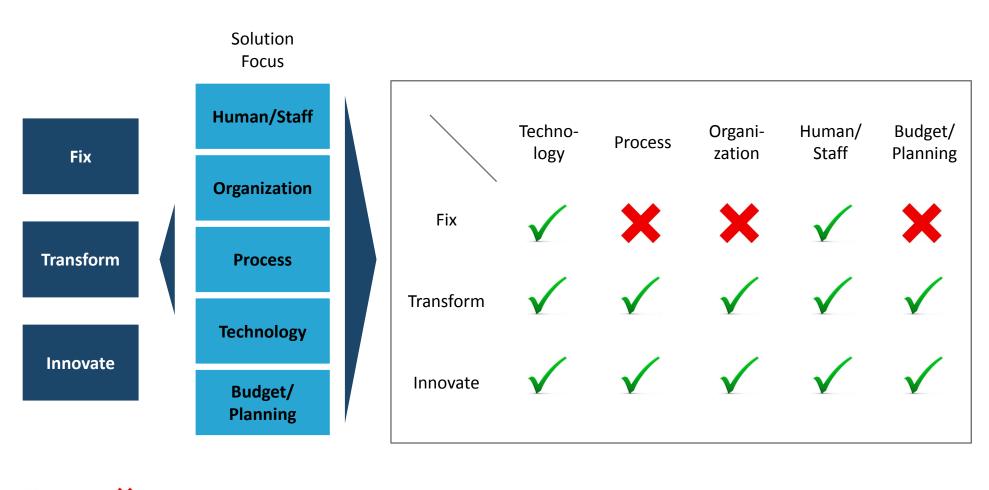


*Technology will be included as enabler for non-technical dimensions





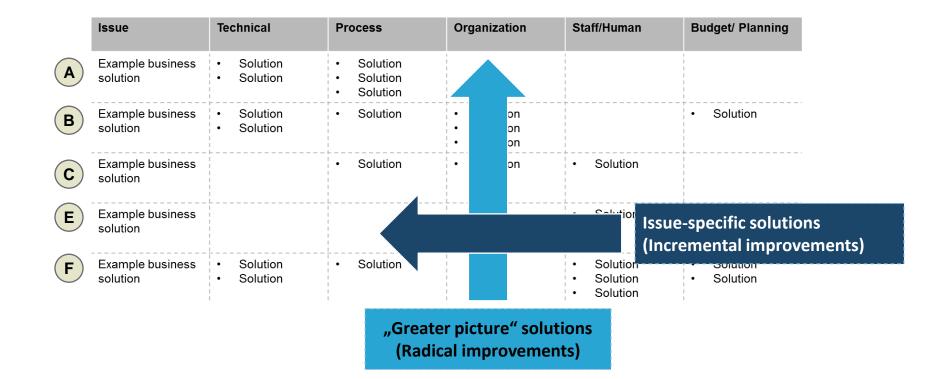
The solutions tackle all relevant retail areas such as HR, organization, processes, technology and financials.







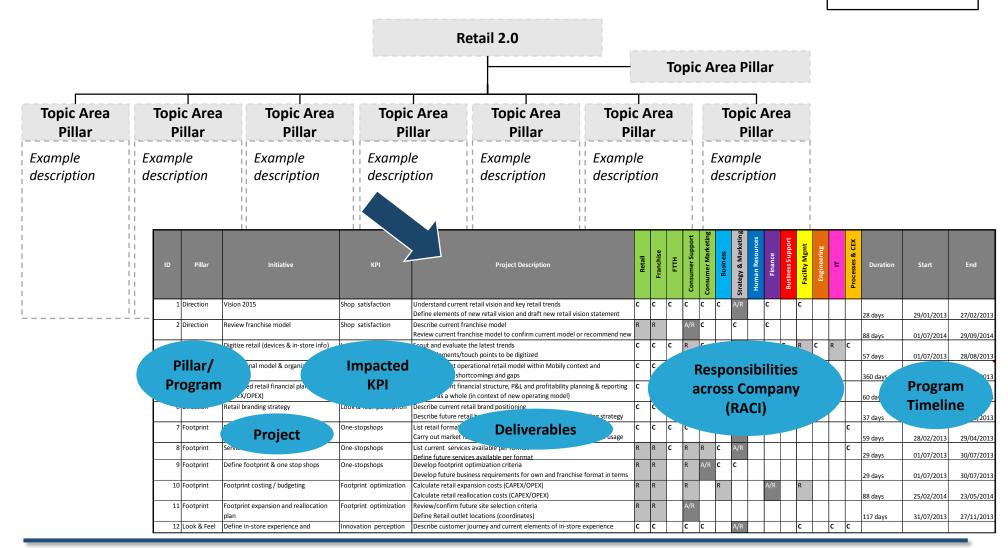
Furthermore, solutions are designed to tackle specific issues, and look at the greater picture for more revolutionary approaches.





Shortcomings identified in the "Baseline" phase are developed to solution (program) pillars. Responsibilities are clarified for cross-entity programs via a RACI Matrix.

ILLUSTRATIVE





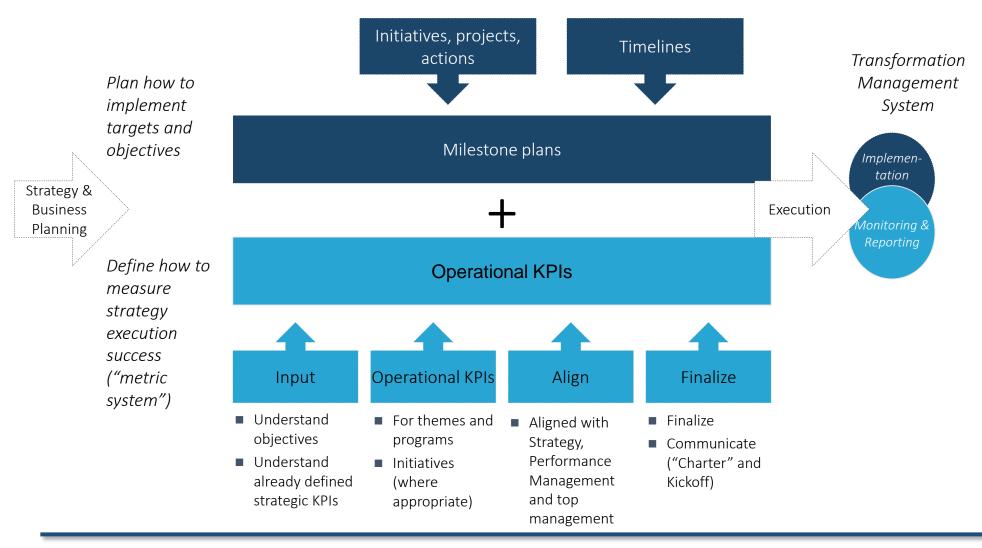
Monitoring of KPI impact, project progress, Program ROI and risks is an integral part to the systematic Program reporting.

Initiate & Plan	Mobilize	Manage & Implement	Review & Improve	Close
Objectives Improvement Object Sponsor expectation	ons Strat	egic KPIs tional KPIs	seline Capabilities Gaps Blueprint	Measures Levers
			· · · · · · · · · · · · · · · · · · ·	Measures Milestones
parency Management			·	
	Reporting	Data Repository		
Monitoring System		Data Repository Non-Financial		
Monitoring System am ROI Management	Reporting			
sparency Management Monitoring System ram ROI Management Business Case	Reporting Financial			





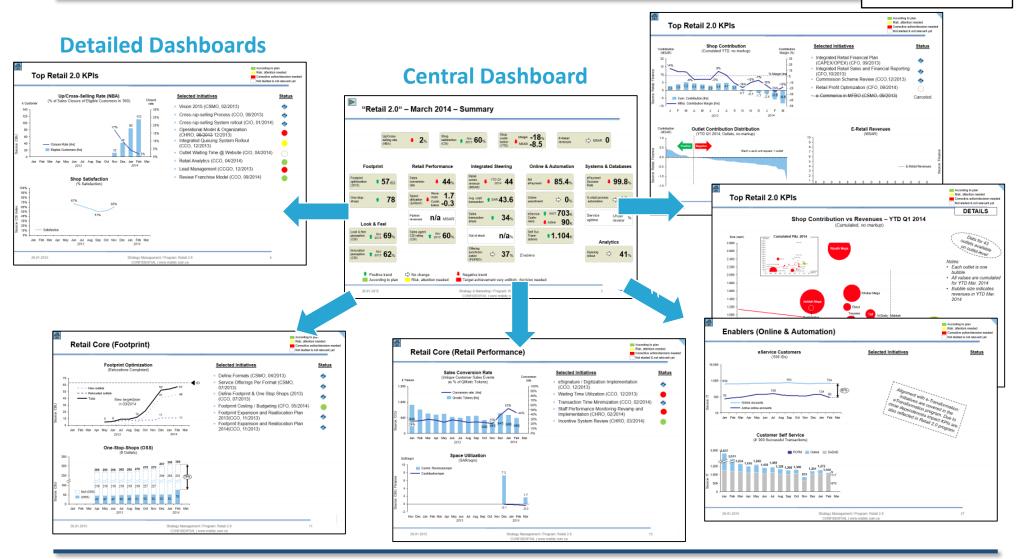
Impact-oriented monitoring relies on KPI tracking, milestone plans ensure the necessary activities are completed on time.





The central dashboard summarizes the situation. Detailed dashboards for each KPI integrate KPI performance and program progress into one view.

ILLUSTRATIVE



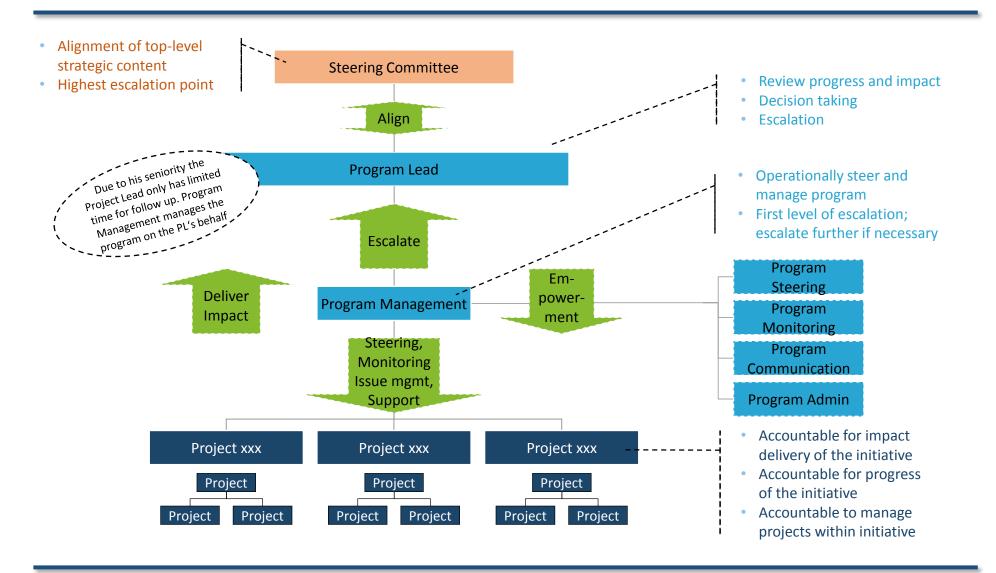


Retail 2.0 Program Framework

Initiate & Plan	gement Cycle Mobilize	Manage & Implement	Review & Improve	Close
Objectives Improvement Objectives Sponsor expectat	ctives Metrics ions Strat	tegic KPIs		Measures Levers
				Measures Milestones
ansparency Manageme	nt			
ansparency Manageme Monitoring System	nt Reporting	Data Repository		
	Reporting	Data Repository Non-Financial		
Monitoring System	Reporting nt Financial			

topico consulting 13

Full program governance clarifies PM and line management roles in terms of decision taking, escalation management, implementation and issue management.





14

Thomas Pittschieler

Managing Director tel. +971 559 819 619 T.Pittschieler@topicoconsulting.com

Office Location:

Al Jazeera Al Hamra Ras Al Khaimah United Arab Emirates

Mail Address:

PO Box 31291 Al Jazeera Al Hamra Ras Al Khaimah United Arab Emirates

