

Retail Standards Engineering Toolkit (RESET)



The Problem

You plan to make some operational changes to your stores or distribution centres, but you need to know the impact on staffing levels and work hours required. Perhaps you need to know whether your proposed new process will, in fact, be a worthwhile improvement. How do you assess the impact without spending a small fortune on work study?

Alternatively, you plan to implement a labour scheduling solution, but to get the most from your investment you need to give the software reliable work performance data. Where does it come from?

The Solution

The solution is RESET – the Retail Standards Engineering Toolkit. RESET is a library of over 1,000 processes with time standards for each element of each process. The work content in new processes can be assessed accurately by constructing the process from the many lower level elements in the RESET database. Equally the standards can be used in conjunction with labour scheduling solutions and similar tools. The scope of RESET is shown below.

How You Benefit

Lower labour costs in stores and DC's

Documentation ensures consistency of stores' standards

Essential to optimising staff scheduling solutions

Better allocation of hours to improve customer service

Ensures full benefit from workforce management systems

Faster and less expensive standards development

Receiving stock is broken into tasks, here we show accept vehicle and its sub tasks

In Store
Front end operations – cash desks and tills
Display, including replenishment and on floor merchandising
Selling and customer services
Receiving and inventory handling / management
Administration

TASK REFERENCE NUMBER	TASK DESCRIPTION	PER VARIABLE	BASIC MINUTE TIMES
ACT-REC 1	Accept Vehicle		
REC 1 - 33	Open vehicle/despatch doors	Rigid Vehicle	0.28
REC 1 - 34	Operate envelope - flap to horizontal or vertical	Curtain Sided Vehicle	0.34
REC 1 - 262	Secure loading bay dock (319) per receipt	Vehicle	0.26
REC 1 - 327	Obtain and attach bridge plate equipment b3/4	Vehicle	
REC 1 - 14	Close vehicle door / shutter	Vehicle	
ACT-REC 2	P.O. Receiving Pallet Deliveries		
REC 2 - 334	Check number of cartons "cases" - on pallet	Cartons/Cases	
REC 2 - 247	Position "stage" pallet (304) per pallet	Pallet	
	P.O. Receiving Roll-Pallet Deliveries		
REC 2 - 4	Transport loaded roll pallet over envelope flap	Roll Pallet	
	P.O. Receiving Hanging Garment Deliveries		
REC 2 - 438	Obtain cartons of hangers	Carton	
REC 2 - 254	Unload garments on hangers (311)	Item	

Basic minute times are provided at the task and sub level

Distribution
Delivery/receiving
Put away and storage
Pre-retail and processing
Picking
Dispatch

Benefits

Retailers using **RESET** are able to improve their operations management in many ways. It enables staffing hours and budgets to be set accurately for companies not currently using any data or methods. This means that operating costs can be controlled far more effectively than just using basic ratios like sales per labour hour or staff costs to sell ratios.

RESET is ideal when evaluating the impact of operational changes under consideration and it positively encourages new thinking. First it lays bare the time and cost of the existing operations and the areas with most potential for improvement. Then the effects of new best practice on cost and service can be modelled. Far sighted retailers use the toolkit to model radical ideas that yield significant competitive advantage.

New retail technologies continue to offer better solutions to efficiency and customer service. Retailers and their vendors must have verifiable ways of demonstrating return on investment cases. **RESET** is the quickest and easiest way of doing this.

RESET ensures retailers get the full benefit from workforce management and labour scheduling systems. The latest generation of these systems have the potential to bring huge benefits. But often the missing ingredient is the accurate measurement of the work content of the activities to be scheduled. Without **RESET** these significant systems investments may be squandered.

Features

The basic building blocks of **RESET** are measured times for retail operating and supply chain tasks. At its most detailed level these are referred to as sub tasks and can be as basic as “reach item and turn to locate the bar code”. This level of detail is justified with highly repetitive and high volume activity like supermarket check out scanning to acquire the required degree of accuracy.

The measurement of these tasks and sub tasks has been undertaken on a massive scale – many retail situations over a number of years – and with highly professional technical rigour – including ergonomic studies and video analysis – there needs to be an underlying foundation of process definition in the measurement methodology. The comprehensiveness of observed activity, the attention to covering work drivers and variability, and the technical integrity of the standards are the hallmarks of **RESET**.

Sub tasks and tasks are arranged in a hierarchy so they can be consolidated into higher level activities and processes. So “reach item and turn to locate the bar code” is part of the broader activity of “scanning item”, itself part of “process purchases” which is part of “customer transaction”.

RESET can also provide a basis for documenting standardised operating processes. Management and staff benefit enormously from the definition and measurement of each of the tasks that they are required to perform.

Retailers That Will Benefit

- Superstores
- Department stores
- DIY, electrical, garden centres and other large format stores
- Supermarkets and grocers
- Apparel and accessory retailers
- Specialists, such as opticians, mobile phone stores, luxury and airport

For more information please contact:

UK Office
Martec International
Martec House
40 High Street
Taunton, Somerset
TA1 3PN, UK
Tel: 01823 333469
Fax: 01823 332423

US Office
Martec International
1200 Abernathy Road
Suite 1700
Atlanta
GA 30328, USA
Tel: 770 392 9664
Fax: 770 392 9476

sales@martec-international.com
www.martec-international.com