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0. Identify the problem:

When shoppers like an item in a clothing shop they sometimes face the difficulty of finding the right size. This can be resolved by the assistance of an employee when they check the stock. This often can take a lot of time, as the employee may need to help more than one customer.

1. Capture the current state of the situation

- Customers have to wait for an employee.
- The employees take time searching if the item is in the desired specifications.

2. Conduct a root cause analysis.

- Lack of communication between employees and customers.
- Unavailability of information to the customers.

3. Think through your countermeasures.

- Facilitate the information directly to the customer by placing computers that scan tags.

to look for information in stock.
The employees only are involved if a request for an item in stock is issued.

4. Define your target state:



Develop a plan for implementation:

- a. Hire software engineers to develop program that clients can use.
- b. Buy a computer.
- c. Place computer with software on store and train staff.

6. Develop a follow up plan with predicted outcomes:

- a. Survey customers about their shopping experience.
- b. Ask staff for feedback, has the new implementation eased their job?

7. Get everyone on board:

Inform staff and customers about the changes before the implementation.

8. Implement!

Implement

9. Evaluate results:

Use feedback from customers and staff members to determine if the experience in the store had been improved. If not, follow-up until the goal is met.