

Assignment No:1

Problem statement:

The problem statement revolves around improving customer satisfaction scores in a retail environment by reducing wait times at checkout counters -

a) Executive summary:

The executive summary provides a concise overview of the project, highlighting its purpose, scope, and expected outcomes. It emphasizes the need to enhance customer experience through operational efficiency improvements.

b) Project Description:

This project aims to analyze current checkout processes, identify bottlenecks causing delays, and implement solutions to streamline operations. By leveraging technology such as automated checkout system and optimizing staffing levels, the project seeks to reduce average wait times by 30% within six months.

c) Project scope:

The scope includes conducting a thorough assessment of current checkout procedures, gathering and analyzing data on wait times and customer feedback, proposing and implementing technology-driven solution, and monitoring the impact through performance metrics. It encompasses collaboration with store operation, IT, and customer service departments to ensure seamless integration.

and sustained improvements.

These summaries provide a clear outline of what the project aims to achieve, how it will be executed, and the boundaries within which it will operate.