

5Ws + How analysis for the 6 entities in WalStore Operations

	Supplier	Warehouse Transporter	Warehouse	Warehouse-to-store transporter	Store	Customer
What?	<p>What Type of goods are provided by suppliers?</p> <p>What is the turnaround time of suppliers (Ordering to supplying?)</p> <p>What technology used for producing the goods?</p> <p>What are the types of contracts they have?</p> <p>What type of Quality control measures taken by suppliers?</p> <p>What is the production capacity of each supplier?</p>	<p>What type of Transport vehicle are used?</p> <p>What is the turnaround time to pick goods from suppliers to supermarket warehouse?</p> <p>What is the capacity of each vehicle?</p> <p>What is fuel refilling required?</p> <p>What is the location technology is used for tracking?</p>	<p>What type of warehouse facilities Wal Store has?</p> <p>What is the storage capacity of each warehouse?</p> <p>What is the turnaround time to pack and dispatch goods to store?</p>	<p>What type of Transport vehicle are used?</p> <p>What is the turnaround time to pick goods from supermarket warehouse to store?</p> <p>What is the capacity of each vehicle?</p> <p>What is fuel refilling required?</p> <p>What is the location tracking technology is used?</p>	<p>What is the size of the buffer supply area?</p> <p>What additional facilities are available in store e.g. Parking?</p> <p>What additional arrangement for peak season or short supply of goods?</p>	<p>What type of goods demanded by customers?</p> <p>What customer prefers the most Online or Offline shopping?</p> <p>What age group of categories of customers Walstores have?</p> <p>What quality of goods requested by customers?</p> <p>What is the customer feedback process & type of feedback provided by customers?</p>

How?	<p>How Quality of goods is measured by supplier?</p> <p>How much quantity it can produce?</p> <p>How many suppliers for each type of goods (incl. Production capacity, Geographical area, technology)?</p> <p>How suppliers communicated about the quantity of good to be supplied?</p>	<p>How many transports vehicle Walstore has?</p> <p>How much % of goods are damaged during transit?</p> <p>How many transporters Walstore have?</p> <p>How much time is required to pick up the good from loading to unloading?</p> <p>How the pickup schedule is distributed to Drivers?</p> <p>How many average driving hours /drivers shifts required each day?</p>	<p>How goods are distributed to each warehouse?</p> <p>How goods quality & quantity checked ?</p> <p>How much time required for goods loading and dispatching?</p>	<p>How are the schedules arrived at?</p> <p>How much % of goods are damaged in transit?</p> <p>How many transports vehicle Walstore has?</p> <p>How many transporters Walstore have?</p> <p>How much time is required to pick up the good from loading to unloading?</p> <p>How the pickup schedule is distributed to Drivers?</p> <p>How many average driving hours /drivers shifts required each day?</p>	<p>How they manage the heavy footfall during the peak season?</p> <p>How customer complaints or provide feedback and complaints resolution process take place?</p> <p>How much staff required for each store ?</p>	<p>How is the store layout optimized?</p> <p>How customers are helped during the shopping?</p> <p>How goods are delivered to customers home in case of online shopping?</p> <p>How long queue are managed during peak period?</p> <p>How they complaint or provide any feedback?</p>
Who?	<p>Who are our suppliers?</p> <p>Who provides them the requirement of goods?</p> <p>Who is the biggest supplier?</p> <p>Who is the best quality supplier?</p>	<p>Who are the transporters?</p> <p>Who is the biggest transport provider?</p> <p>Who provide the lowest cost fleet?</p>	<p>Who is responsible for stock recoding and dispatching schedule?</p>	<p>Who are the transporters?</p> <p>Who is the biggest transport provider?</p> <p>Who provide the lowest cost fleet?</p>	<p>Who is responsible for customer query/complaints resolution?</p> <p>Who keeps of track of all daily supplies and expected demand of customer?</p> <p>Who coordinates</p>	<p>Who do they complain or provide feedback?</p>

					for arranging the goods out of stock?	
When?	<p>When goods are supplied to warehouse?</p> <p>When suppliers are not able to meet the demand?</p> <p>When quality standards are not met by the suppliers?</p>	When schedule for transportation is provided?	When do the warehouses receive goods from the transporters ?	When schedule for transportation is provided?	When goods ordered by store?	<p>When do they visit the store?</p> <p>When customer feels the best shopping experience?</p>
Where?	<p>Where are the suppliers located?</p> <p>Where they store their goods, in case of over production/delay in transport?</p> <p>Where they sold their goods apart from Walstore?</p>	<p>Where the transport operators are located?</p> <p>Where most of the super marker warehouse are located?</p>	<p>Where warehouses are located?</p> <p>Where it takes the most of the goods</p>	Where the transport operators are located?	<p>Where supplies are arranged in case of emergency shortage or delayed supplied from warehouse?</p> <p>Where customers are most unsatisfied?</p> <p>Where store faces the most issues?</p>	<p>Where most of the customers located?</p> <p>Where customers have the longest queue?</p>
Which?	<p>Which is the biggest goods category?</p> <p>Which is the most remotely located suppliers?</p>	<p>Which prominent routes are used by the transporters for navigating between the suppliers and the warehouses?</p> <p>Which supplier & supermarket warehouse has the longest</p>	<p>Which ware house has the state-of-the-art technology?</p> <p>Which has most storing capacity?</p> <p>Which has most robust operations of stoking & dispatching?</p>	<p>Which prominent routes are used by the transporters for navigating between the warehouses to stores?</p> <p>Which supermarket warehouse & store has the longest</p>	<p>Which store has the highest sale and most customer footfall?</p> <p>Which store is most profitable or making losses?</p> <p>which store has the best & worst customer feedback?</p>	<p>Which age group of customers does the in-store shopping?</p> <p>Which store has the most or least footfall?</p> <p>Which is fastest moving goods or most</p>

		distance? Which type of goods required special or modified vehicle?		distance? Which type of goods required special or modified vehicle?		purchased? Which mode or shopping customer prefers the most online or offline?
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