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

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|  | **Supplier** | **Warehouse Transporter** | **Warehouse** | **Warehouse-to-store transporter** | **Store** | **Customer** |
| **What?** | What are the products that they supply?    What are the types of contracts they have? | What are the possible reasons for delay in transportation? | What is the size of the warehouse? | What is thetransportation which isused? | What is the size of the buffer supply area?    Whatmeasuresthey take incase of delayin the deliveryoftheproducts? | Whataretheproductsthatgrabthemostattention?Whatisthe criteriafor visitingthestoreagain? |
| **How?** | How do you ensure the release of the goods on schedule? | How many transportersare usually needed? | How efficiently or optimally is the loading or unloading done? | How are the schedules arrived at? | How many employees are there?How often you have to restock the shelves? | How is the store layout optimized? |
| **Who?** | Who are the major suppliers of goods?? | Who are the transporters? | Who is managing the stocks in the warehouse? | Who is managing the transport? | Who is the store manager? | Who is our targeted customer? |
| **When?** |  | When are they majorly transporting the stock to the warehouse? | When do the warehouses receive goods from the transporters? | When are they majorly transporting the stock to the store? | When is the stock arrange in the shelves of the store? | When do they visit the store? |
| **Where?** | Where are the suppliers located? |  | Where are the warehouses located? |  | Where are the stores located? |  |
| **Why?** | Why are suppliers not providing the goods as per standards? | Why there is delay in the transporters while navigating between the suppliers and the warehouses? | Why is there difficulty in stocking the goods in the warehouse? | Why there is delay in the transporters while navigating between the warehouse and the store?? | Why there is a productivity gap/issues/challenges? | Why there is low foot fall during in weekdays or at a specific time of day? |