

Report on Project Goals for Improving Service at AtliQ Mart-Supply Chain

I. Introduction

To effectively address the service challenges identified in the initial assessment, it is essential to establish specific, measurable goals that guide the organization toward impactful improvements. These project goals will provide a structured framework for the initiative, fostering a clear direction and measurable outcomes. Ultimately, this approach will strengthen AtliQ Mart's service delivery, enhancing both customer satisfaction and operational efficiency.

II. Project Goals

1. Enhancing On-time (OT), In-full (IF), and On-time In-full (OTIF) Delivery Rates

- **Objective:** Improve the on-time (OT), in-full (IF), and on-time in-full (OTIF) delivery rates by 80%.
- **Action Steps:**
 - Evaluate the order processing procedures to identify root causes for instances where deliveries are not made on time or in full.
 - Develop effective corrective strategies to address these issues and improve overall service delivery.

2. Establishing Daily Performance Tracking and Reporting Processes

- **Objective:** Develop a robust reporting system to monitor and analyze OT and IF metrics on a daily basis.
- **Action Steps:**
 - Create easy-to-understand reports for management, enabling timely decision-making based on accurate performance data.

3. Creating Customer Feedback Mechanisms

- **Objective:** Establish effective methods for collecting customer feedback to enhance service quality.
- **Action Steps:**
 - Implement feedback collection methods, such as surveys, follow-up calls, and automated feedback systems.
 - Analyze and utilize customer feedback to make necessary adjustments to processes and improve service delivery.

4. Optimizing the Delivery Process

- **Objective:** Assess and optimize the current delivery process to improve efficiency and service quality.
- **Action Steps:**
 - Identify weaknesses and opportunities for improvement within the existing delivery process.
 - Propose specific changes aimed at enhancing both operational efficiency and customer satisfaction.

5. Training and Developing Staff

- **Objective:** Equip staff with the necessary skills and knowledge to deliver exceptional service.
- **Action Steps:**
 - Establish a comprehensive training plan focused on delivery processes and customer service best practices.
 - Enhance employees' problem-solving capabilities through regular training sessions, ensuring they are well-prepared to address customer needs effectively.

III. Conclusion

Setting clear project goals is essential for guiding AtliQ Mart's efforts to improve service delivery. By focusing on enhancing delivery rates, establishing performance tracking systems, creating feedback mechanisms, optimizing processes, and investing in staff training, the company can significantly elevate its service standards and ensure customer satisfaction.