

Report on Establishing a Framework for Improving Service at AtliQ Mart-Supply Chain

I. Introduction

Purpose of the Report: This report outlines the methods and steps required to achieve the defined objectives for improving service at AtliQ Mart.

II. Project Objectives

- Improve on-time (OT), in-full (IF), and on-time in-full (OTIF) delivery rates by 80%.
- Establish daily performance tracking and reporting processes to monitor OT, IF, and OTIF metrics.
- Create mechanisms for customer feedback to gather insights and improve service quality.
- Optimize the delivery process to enhance efficiency and service quality.
- Train and develop staff to elevate customer service skills and problem-solving capabilities.

III. Framework Establishment (PACE)

1. Plan:

The planning phase sets clear steps to address AtliQ Mart's service issues, focusing on goals, resources, and measurable outcomes.

- Phase 1: Identify Service Issues - Analyze and understand the current challenges within AtliQ Mart.
- Phase 2: Set Project Goals - Define clear objectives for improving service.
- Phase 3: Establish a Framework - Outline the methods and actions needed to reach the goals.
- Phase 4: Create a Timeline - Schedule each project phase with key milestones and deadlines.
- Phase 5: Allocate Resources - Determine the personnel, financial, and technological needs for each phase.
- Phase 6: Identify Leadership Requirements - Identify the requests from executives and management, prioritize critical issues.
- Phase 7: Identify Performance Measures - Set KPIs, benchmarks, and align with company goals.

2. Analysis:

This phase involves processing data to uncover insights for improving AtliQ Mart's service.

- Phase 1: Data Collection
- Phase 2: Data Cleaning
- Phase 3: Data Modeling
- Phase 4: Metric Calculation
- Phase 5: Data Visualization
- Phase 6: Analysis and Insights
- Phase 7: Prepare reports

3. Communication:

This phase focuses on effectively sharing insights and collaborating with teams to ensure successful project implementation.

- Phase 1: Reporting Insights to Stakeholders: Summarize and present key insights derived from data analysis to relevant stakeholders, emphasizing critical findings that inform decision-making.
- Phase 2: Consulting with Stakeholders: Engage in comprehensive discussions with implementation teams to identify practical solutions that align with project goals and ensure effective execution.

4. Execution:

The execution phase focuses on implementing strategies to address identified issues and enhance service delivery, ensuring improvements lead to tangible results and increased customer satisfaction.

- Phase 1: Implement specific strategies to address identified issues, particularly in delivery performance. Ensure established service standards are achieved to meet customer needs and expectations.

IV. Conclusion

This report summarizes the methods and steps necessary to achieve the objectives for improving service at AtliQ Mart. Recommendations for the next steps in the implementation and execution of the plan include ongoing monitoring of performance indicators and making necessary adjustments to ensure continuous improvement.