



FLASH™ 2023 Retail Enterprise Assessment Report

Acme Store

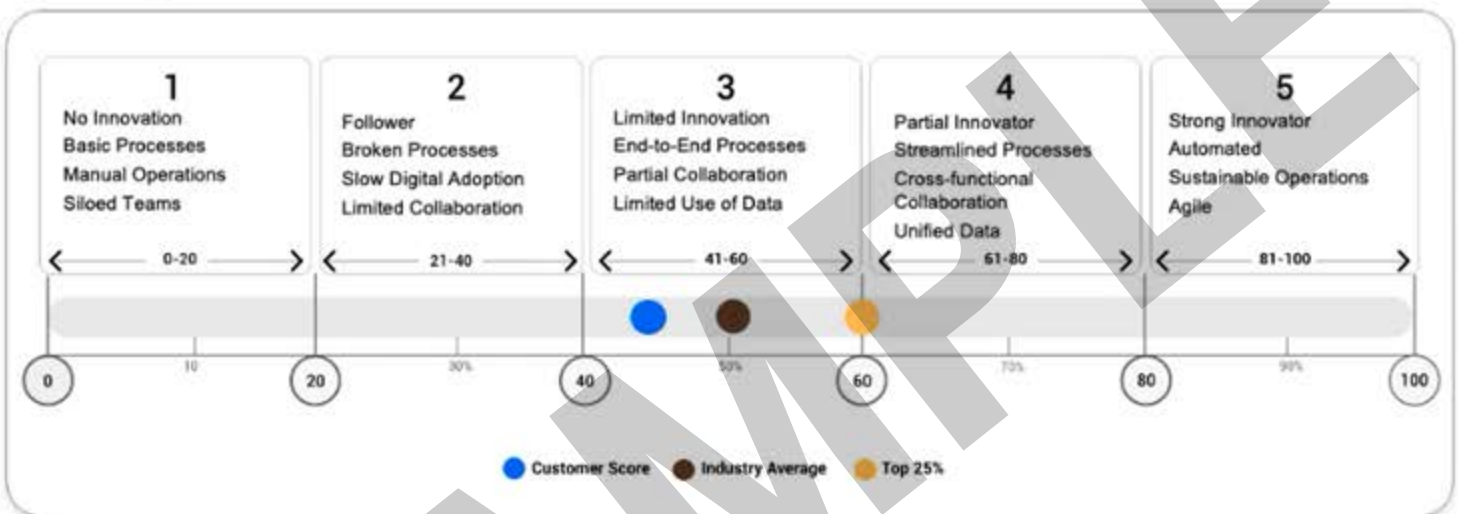
August 30, 2023

MATURITY SCORE INDUSTRY AVERAGE

Your Score: **54**

Industry Average: **52**

Top 25% Avg.- **60**



SUMMARY COMPARISON AGAINST INDUSTRY SCORES

	Categories	Customer Score	Industry Average	Top 25%
FOUNDATIONAL	Enterprise Strategy	2	4	-
	Data-Driven Management	3	5	-
	Financial Management	4	3	-
	Planning & Performance	5	3	-
	Sustainability	3	1	-
	Enterprise Priorities	1	3	-
ORGANIZATIONAL	Organizational Structure	4	2	-
	Business Culture	3	5	-
	Human Resource Engagement	5	4	-
CUSTOMER EXPERIENCE	Customer Centricity	3	4	-
	Merchandise Planning	2	6	-
	Logistics Operations	5	4	-
	Commerce Experience	1	5	-
	Personalization	1	3	-
	Omnichannel Experience	2	4	-
	Content Management	4	3	-

Each Question Scored on a 1-5 scale

Legend for Gap Ratio:

● Less than 2 ● Score 2-3 ● Score 4-5



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Acme Results vs. Industry Average

