Dynamic Consulting Company

Anna Do, Patrick Hayden, Grace Saddler, Ava Scotchie

Meet the Team

Anna Do

Junior Business Information Systems major from Vietnam

Patrick Hayden

Junior Business Information Systems major from Chicago, Illinois

Grace Saddler

Junior Accounting and Supply Chain Value Management major from Fort Worth, Texas

Ava Scotchie

Junior Supply Chain Value Management and Finance major from Chattanooga, Tennessee

▶ Company: Doc's Records

Fort Worth, TX

Family-Owned

Operates a physical store and online store

Sells Vinyl, CDs, Cassettes, Tracks, and other Vintage Items

▶ Current Business Operations

Strengths:

- Large retail shop of 10,000 square feet
- Website that lists most inventory items

Weaknesses:

- Employees manually input inventory when items arrive to the store or are purchased
- Manual updates to inventory on website
- Unavailable items presented on website
- No place for customer feedback or preferences

▶ **Opportunities**

- Automation of Inventory Updates and Real-Time Visibility
  - Switch from manual to perpetual system
  - Maximize sales and enhance customer satisfaction
- Streamlined Processes
  - Redirect employee focus to improve productivity
- Error Reduction
  - Automated updates reduce discrepancies and potential human error

▶ Improved Operations Proposal
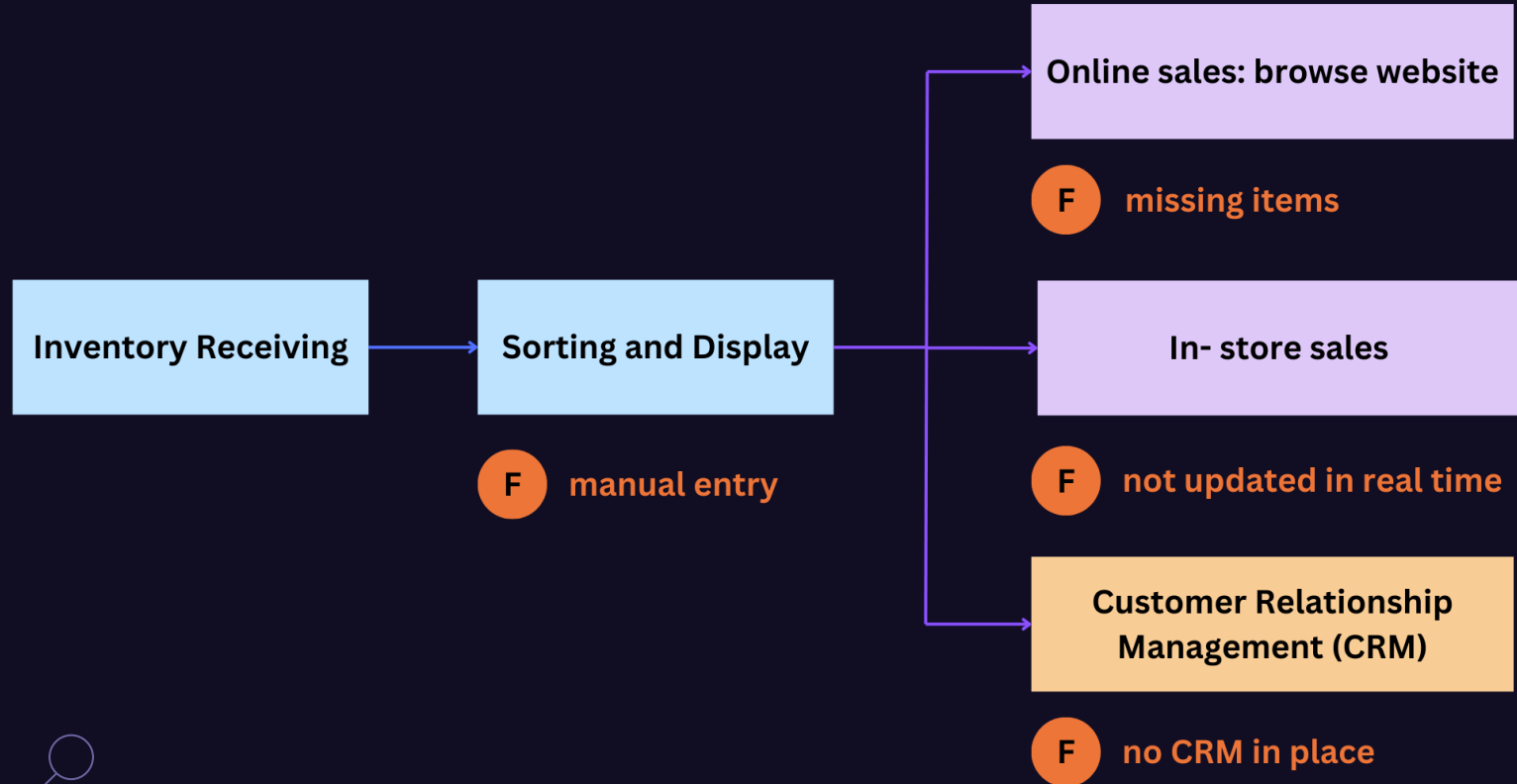

Cloud Based Software: **Square**

① Real-Time Inventory Updates

- Accurate in-store and online inventory
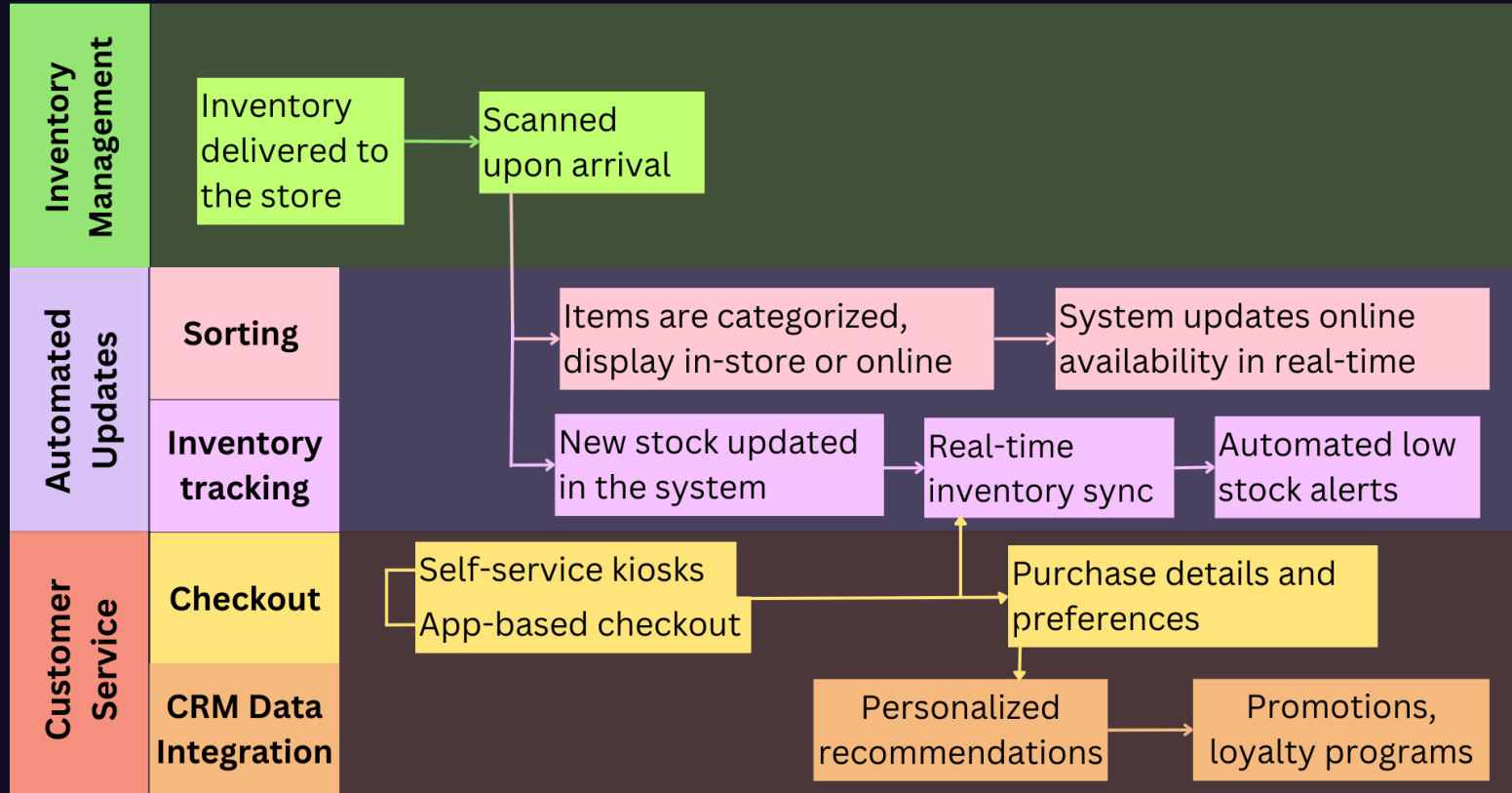- Employee efficiency
- Improved customer satisfaction

② Customer Relationship Management

- Customer feedback and preference
- Personalized marketing techniques

▶ To-Be Business Process Model
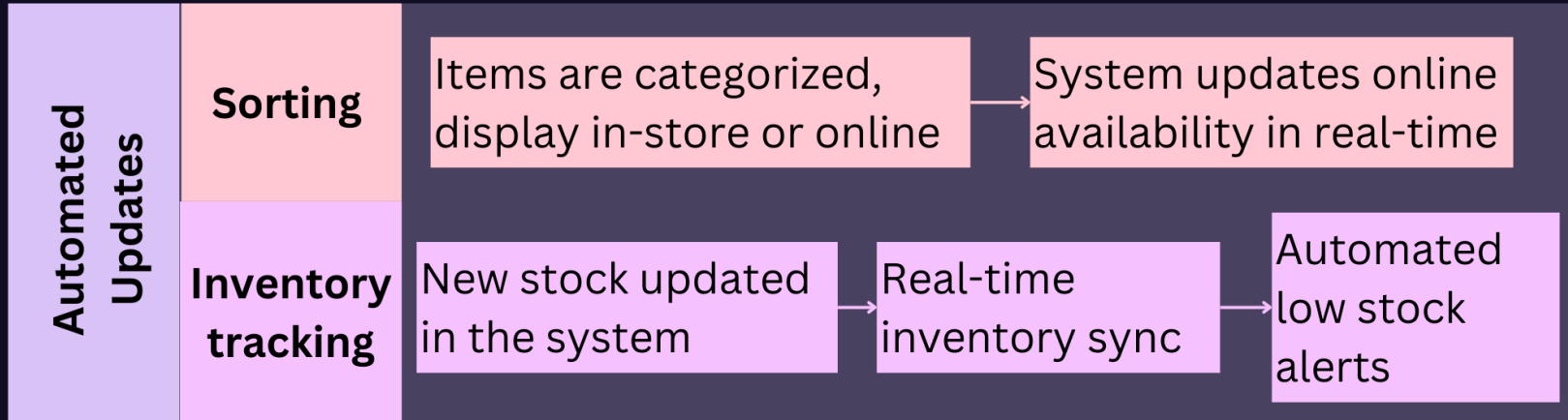
▶ Key Improvements

Inventory Management

Inventory delivered to the store → Scanned upon arrival

- *Immediately scanned*
- *Eliminate the need for manual entry*
- *Reduce errors*
- *Speed up the process*

▶ Key Improvements

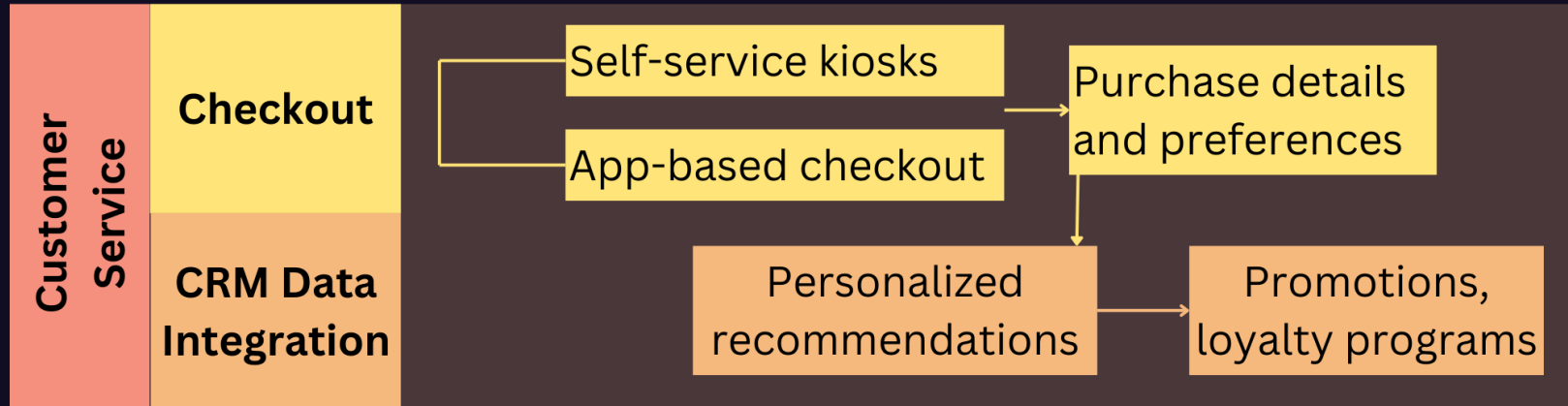| Automated Updates			
Sorting	Items are categorized, display in-store or online	System updates online availability in real-time	
Inventory tracking	New stock updated in the system	Real-time inventory sync	Automated low stock alerts

- *Mitigate inconsistencies in manual inventory tracking*
- *Better decision making for managing stock*
- *Reduce manual intervention*
- *Faster service*
- *Customer satisfaction*

▶ Key Improvements

Real-time syncing

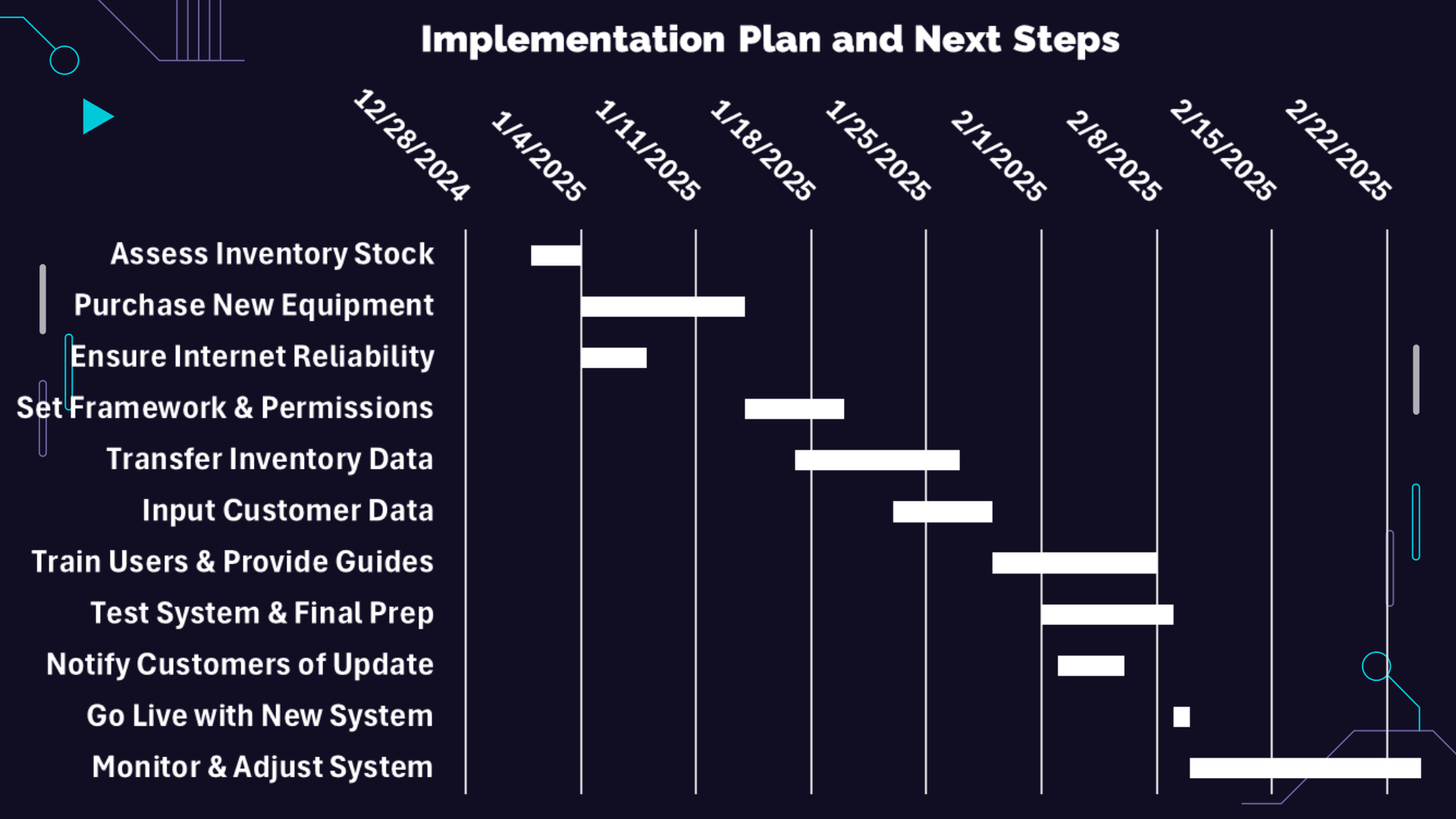| Customer Service | Checkout | Self-service kiosks | Purchase details and preferences |
| | | App-based checkout | |
| | CRM Data Integration | Personalized recommendations | Promotions, loyalty programs |

- *Personalized marketing*
- *Targeted promotions*
- *Customer insights*
- *Loyalty and retention*

Implementation Plan and Next Steps

Task	12/28/2024	1/4/2025	1/11/2025	1/18/2025	1/25/2025	2/1/2025	2/8/2025	2/15/2025	2/22/2025
Assess Inventory Stock		▬							
Purchase New Equipment			▬▬▬						
Ensure Internet Reliability			▬						
Set Framework & Permissions					▬▬				
Transfer Inventory Data					▬▬▬				
Input Customer Data						▬▬			
Train Users & Provide Guides							▬▬▬		
Test System & Final Prep							▬▬▬		
Notify Customers of Update							▬		
Go Live with New System								▪	
Monitor & Adjust System								▬▬▬▬	

▶ Risks

Disrupted Operations

- Implementation time
- Employee training and onboarding process

Employee Resistance

- Employees may resist software change
- Possibility for human errors

Security Breaches

- Cloud based software is at risk for potential security breaches

▶ Mitigation of Risks

- **Disrupted Operations:** phased rollout of software

- **Employee Resistance:** involve employees early on in the process of
  implementation

- **Security Breaches:** apply regular security updates to software, train
  employees on breach scenarios for quick response time

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