**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 is quality and quantity of goods they can supply ?**    What are the types of contracts they have? | **---------what is distance between supplier and warehouse?** | **-------------what will be maintenance and operational cost to store goods?** | **------------what is distance between warehouse and stores-?** | What is the size of the buffer supply area?    --------------**what is time of operation of store?** | **-----------what type of goods does customers buy more ?**    **----------what are the peak and normal time does customers visit stores?** |
| **How?** | **-----------how much goods suppliers can supply at flexible time(peak time and in normal time) ?** | **----------how often they get schedules?** | **------------how many workers required for maintenance and operational work?** | How are the schedules arrived at? | **-----------how many workers required for maintenance and operational work?**    **-----------how stores are arranging goods?** | How is the store layout optimized? |
| **Who?** | **-----who are the cost effective and nearest suppliers of good quality goods?** | Who are the transporters? |  | -**------- Who are the transporters?** |  | ------**who are the loyal customer ?** |
| **When?** |  | -----------**when is optimal time to transfer goods to warehouse?** | When do the warehouses receive goods from the transporters? | -------- **when is optimal time to transfer goods from warehouse to stores**? | **------------when does goods will be supplied to stores?** | When do they visit the store? |
| **Where?** | Where are the suppliers located? |  | **---------- Where are the warehouse located?** |  | **---------- Where are the stores located?** |  |
| **Which?** |  | Which prominent routes are used by the transporters for navigating between the suppliers and the warehouses? | --------------**which goods require more maintenance?** | **--------------Which prominent routes are used by the transporters for navigating between the suppliers and the warehouses?** |  |  |