



GLOBAL OPERATIONAL EXCELLENCE PROGRAM CHALLENGE

PROGRAM

The Operational Excellence Program consists of three tiers: Basic (Silver), Best (Gold) & Elite (Platinum). All retail stores will begin at the basics level and will have the opportunity to move up tiers based on the consistency of their Operating Standards.

OBJECTIVE

To be the BEST in retail store standards across The World!
Each store will be assessed using Operating Standards that are coordinated by tier.
Each level must be surpassed & maintained to move up tiers.

Tier 1 Silver: Basic in Class



Operating Standards

The minimal basic standards required to be in OEP. These stores are at a minimal retail level and are consistently meeting the Basic Operating Standards on a daily basis. There is significant room for improvement by adding considerably more details and increase compliance in all departments.

Requirements

- Three months of Basic Operating Standards Compliance met with a score of 95% or higher.
- No consecutive missed compliances in any month.
- The 3rd month must be concluded with 100% compliance to move on to next tier.
- Area or Regional Manager level to sign off on tier completion.

Tier 2 Gold: Best in Class



Operating Standards

The operational standards in the retail store are on par or above average compared to other stores and competitors. These stores will have Best Operating Standards across all departments and at any time of business, especially during peak hours of trade. Clearly one of the BEST Stores in State or Country.

Requirements

- Four months of Best Operating Standards Compliance met with a score of 95% or higher.
- No consecutive missed compliances in any month.
- The 4th month must be concluded with 100% compliance to move on to next tier.
- Director of Operations or VP level to sign off on tier completion.

Tier 3 Platinum: Elite in Class



Operating Standards

The operational standards in this retail store are well above average compared to other stores and competitors. These stores will have Elite Operating Standards across all departments and at any time of business, especially during peak hours of trade. These stores would be considered Elite in The World.

Requirements

- Six months of Elite Operating Standards Compliance met with a score of 95% or higher.
- No consecutive missed compliances in any month.
- The 6th month must be concluded with 100% compliance to complete & maintain tier.
- President or Chief level to sign off on tier completion.

