

Process Efficiency in Service Retail

PICTURES BEFORE

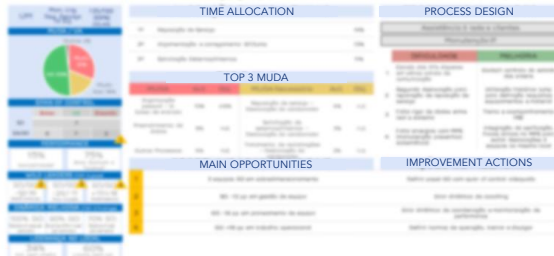


Manual and non-standard processes



Dependency between businesses in processes and operations

PICTURES AFTER



Process Design and Time Studies

PROCESS	AS IS	KEY CHALLENGE	# OPPORTUNITIES	BENEFITS
1. Gestion de la flotte	Manuel, non standard	Manuel, non standard	1	10000
2. Gestion des véhicules	Manuel, non standard	Manuel, non standard	1	10000
3. Gestion des réparations	Manuel, non standard	Manuel, non standard	1	10000
4. Gestion des pièces	Manuel, non standard	Manuel, non standard	1	10000
5. Gestion des contrats	Manuel, non standard	Manuel, non standard	1	10000
6. Gestion des clients	Manuel, non standard	Manuel, non standard	1	10000
7. Gestion des fournisseurs	Manuel, non standard	Manuel, non standard	1	10000
8. Gestion des stocks	Manuel, non standard	Manuel, non standard	1	10000
9. Gestion des finances	Manuel, non standard	Manuel, non standard	1	10000
10. Gestion des ressources humaines	Manuel, non standard	Manuel, non standard	1	10000

Prioritisation of opportunities identified

Problem

- Lack of agility in answering to the market's needs
- Low process efficiency and maturity

Root causes

- Several organisational changes over the past years
- Manual and non-standard processes
- Management and coordination greatly impacted by geographical dispersion
- Lack of work planning which leads to low optimisation of distances travelled by field teams
- 49% of teams with suboptimal span of control

Solution approach

- Process design and time studies to identify main improvement opportunities
- Automation of tasks such as price simulation and creation of standard proposals
- Centralisation of Investment, Planning and Maintenance functions, with geographical dispersion of Operational Centre, with the focus being on efficiency, Lead Time and quality
- Resizing of teams to ensure appropriate management and coordination

Benefits

Capacity Release
9.4 M€

CAPEX/OPEX Savings
1 M€

