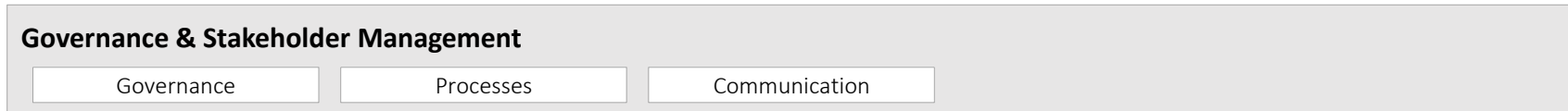
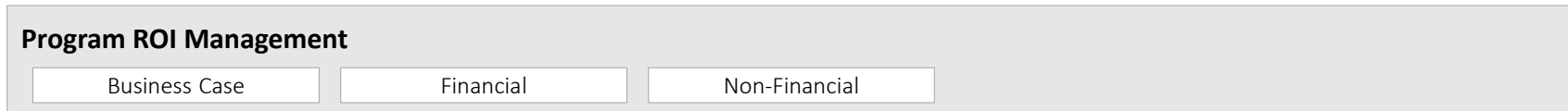
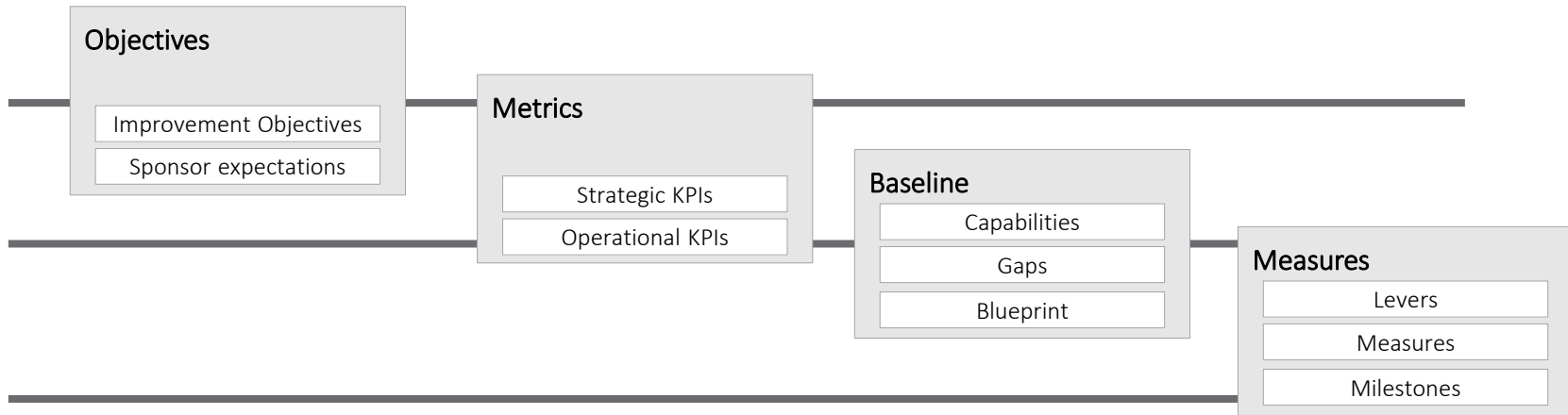
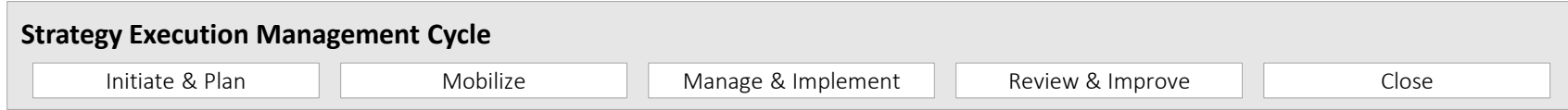


Retail 2.0

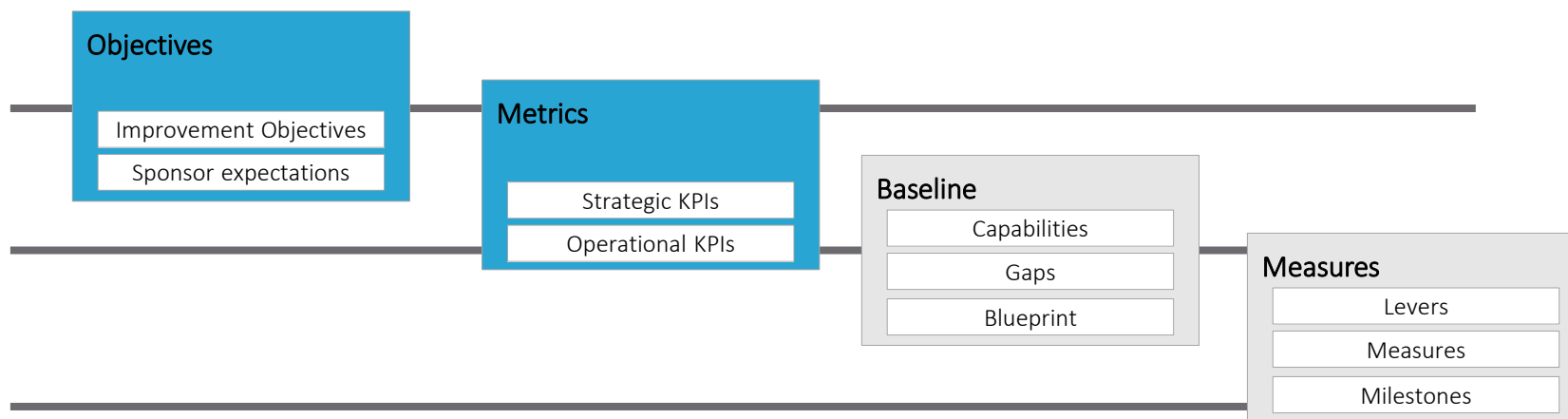
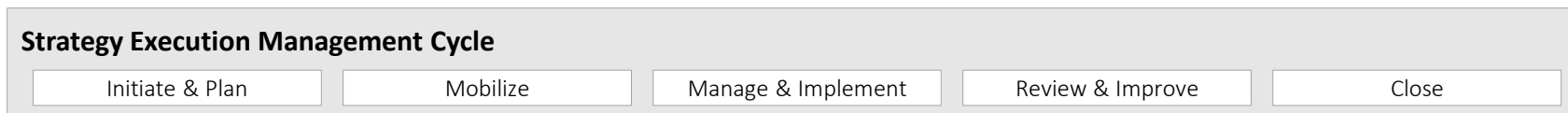
A strategic retail improvement program

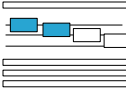
Executive Summary

The Retail 2.0 improvement program's systematic approach develops measurements, actions and projects end-to-end. It furthermore ensures implementation governance.



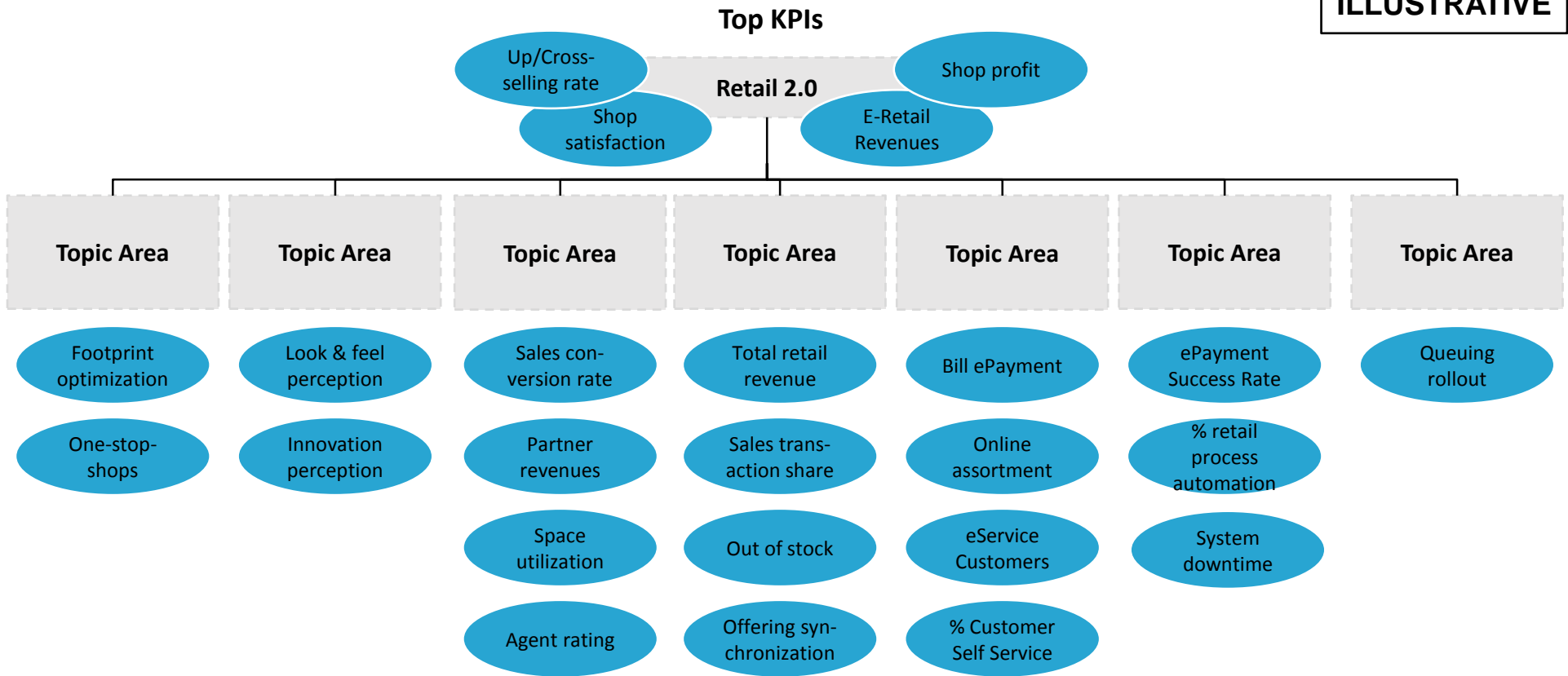
Objectives and KPIs set the basis for operationalizing the reviewed retail strategy.



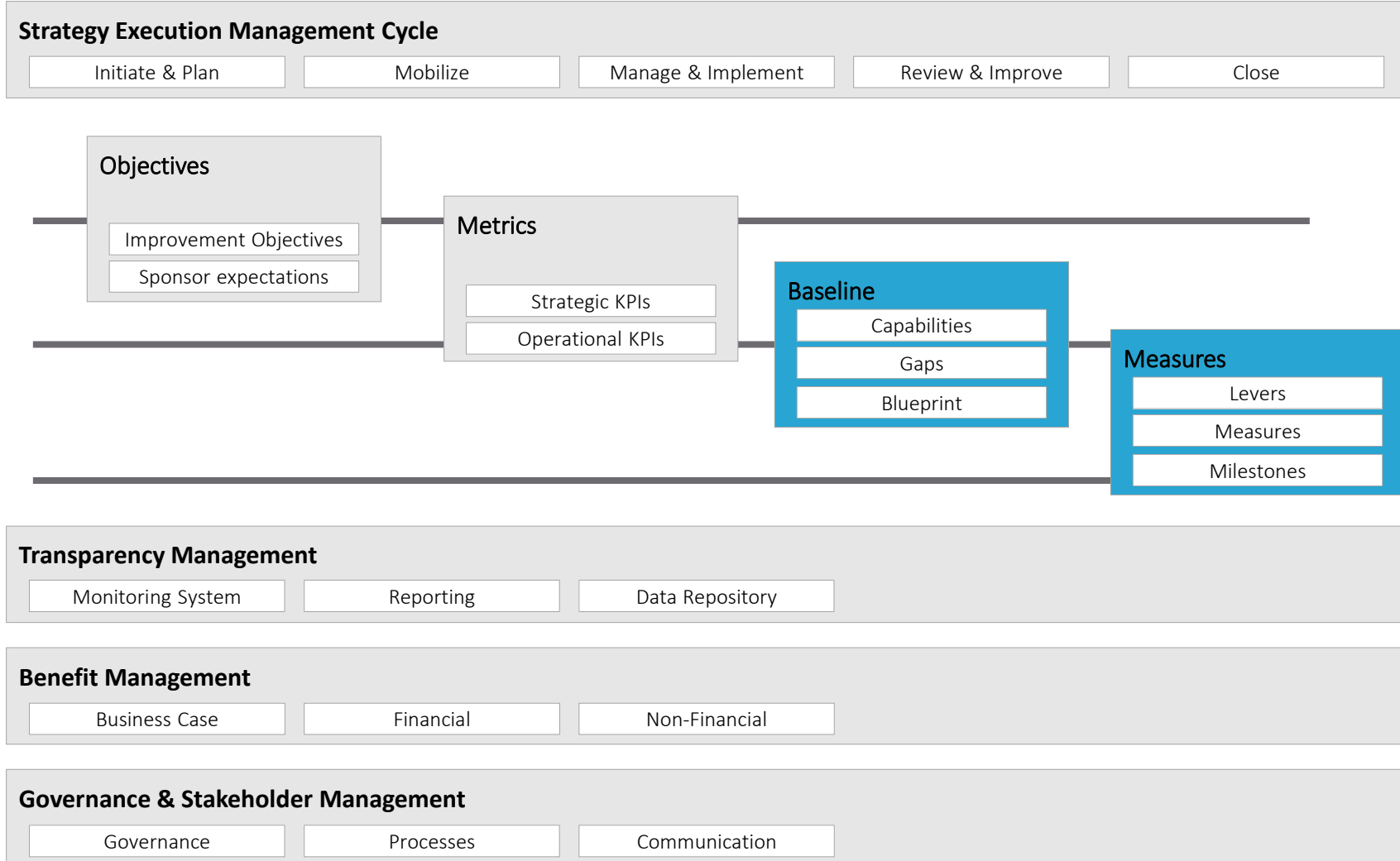


Improvement metrics are based on the Company's strategic requirements. The actual KPIs depend on the Company's situation, defined objectives and current gaps.

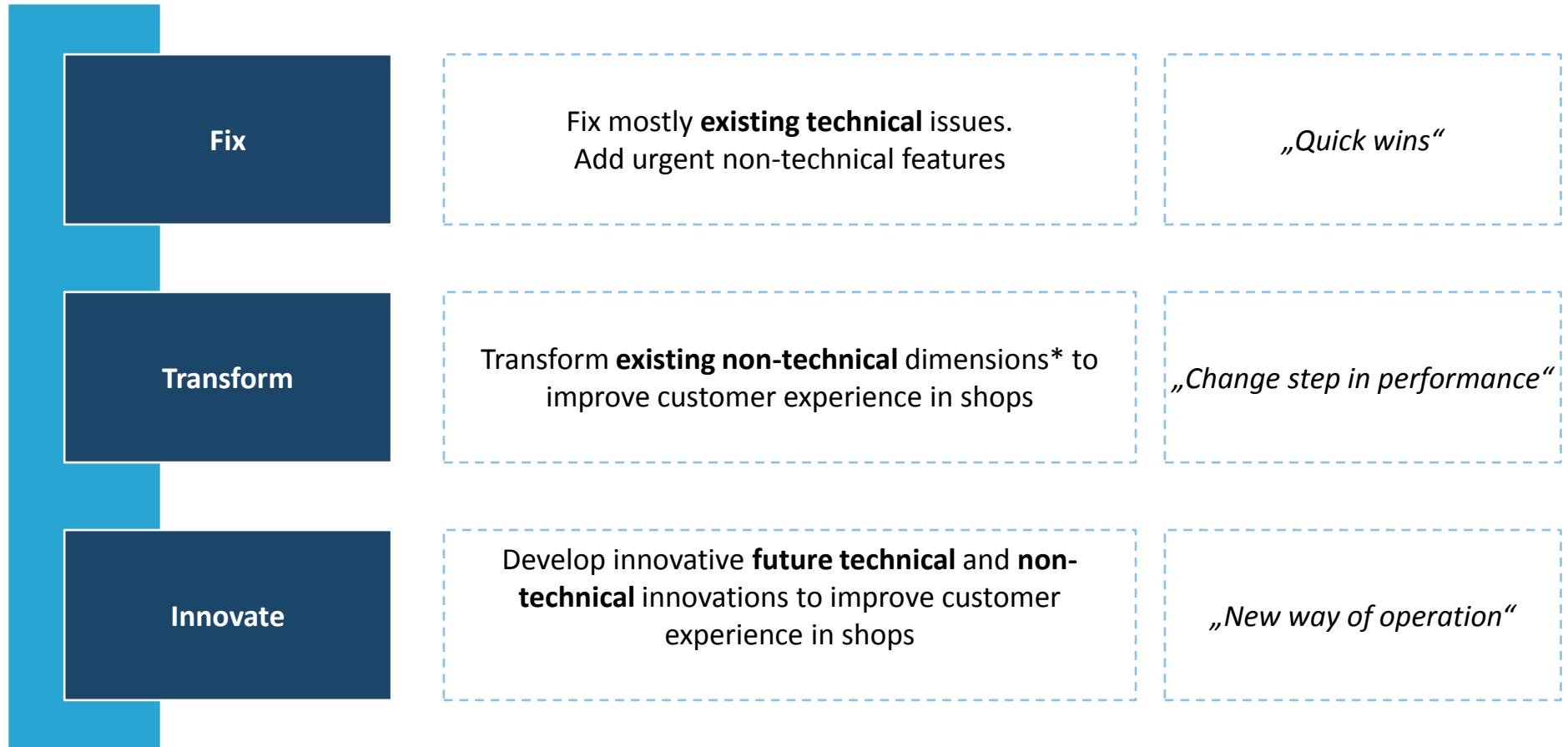
ILLUSTRATIVE



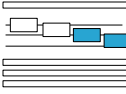
The comprehensive gap analysis serves as baseline for developing improvement levers, programs and projects.



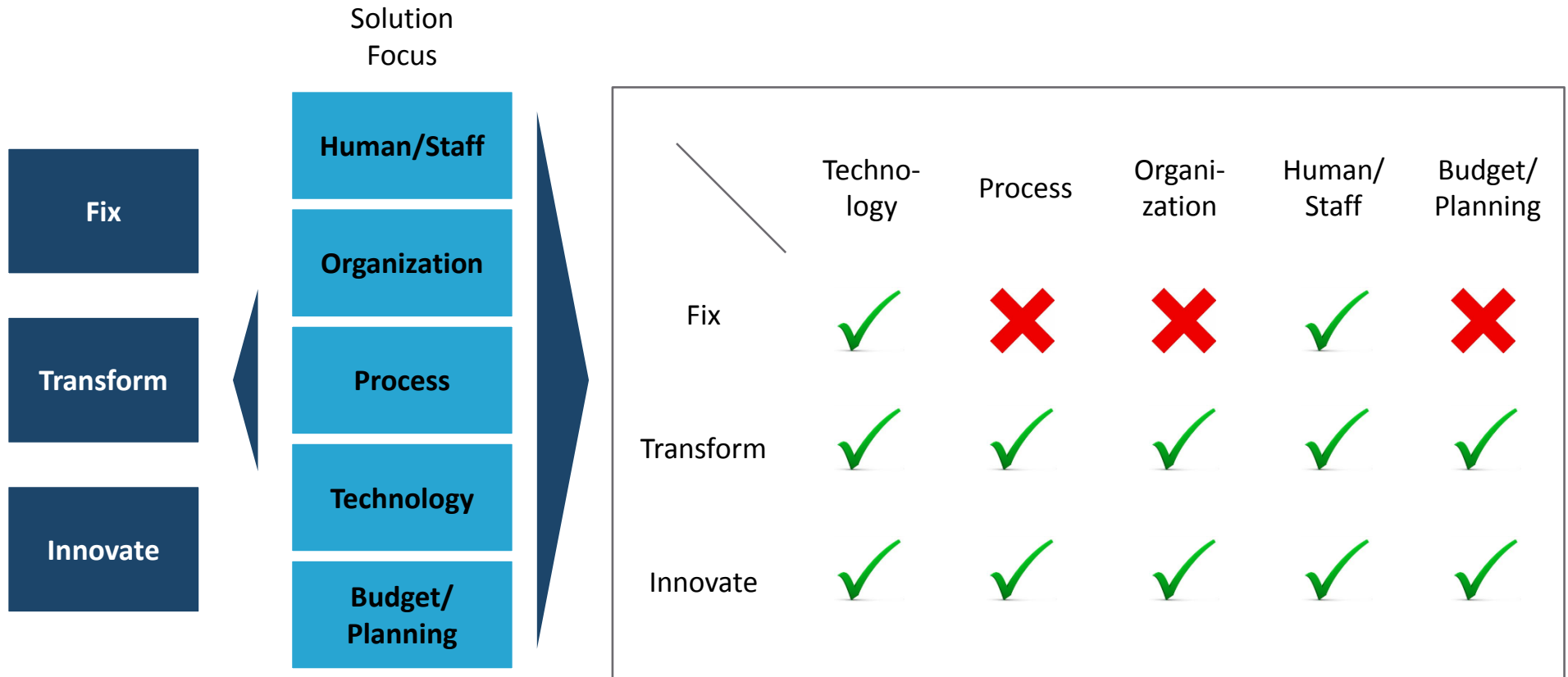
Improvements activities are categorized into quick fixes, transformation and innovation programs/projects.



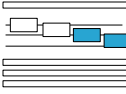
*Technology will be included as enabler for non-technical dimensions



The solutions tackle all relevant retail areas such as HR, organization, processes, technology and financials.



✓ In scope ✗ Not in scope

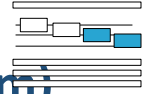


Furthermore, solutions are designed to tackle specific issues, and look at the greater picture for more revolutionary approaches.

	Issue	Technical	Process	Organization	Staff/Human	Budget/ Planning
A	Example business solution	<ul style="list-style-type: none"> • Solution • Solution 	<ul style="list-style-type: none"> • Solution • Solution • Solution 			
B	Example business solution	<ul style="list-style-type: none"> • Solution • Solution 	<ul style="list-style-type: none"> • Solution 		<ul style="list-style-type: none"> • Solution • Solution • Solution 	<ul style="list-style-type: none"> • Solution
C	Example business solution		<ul style="list-style-type: none"> • Solution 		<ul style="list-style-type: none"> • Solution 	<ul style="list-style-type: none"> • Solution
E	Example business solution				<ul style="list-style-type: none"> • Solution 	<ul style="list-style-type: none"> • Solution
F	Example business solution	<ul style="list-style-type: none"> • Solution • Solution 	<ul style="list-style-type: none"> • Solution 		<ul style="list-style-type: none"> • Solution • Solution • Solution 	<ul style="list-style-type: none"> • Solution

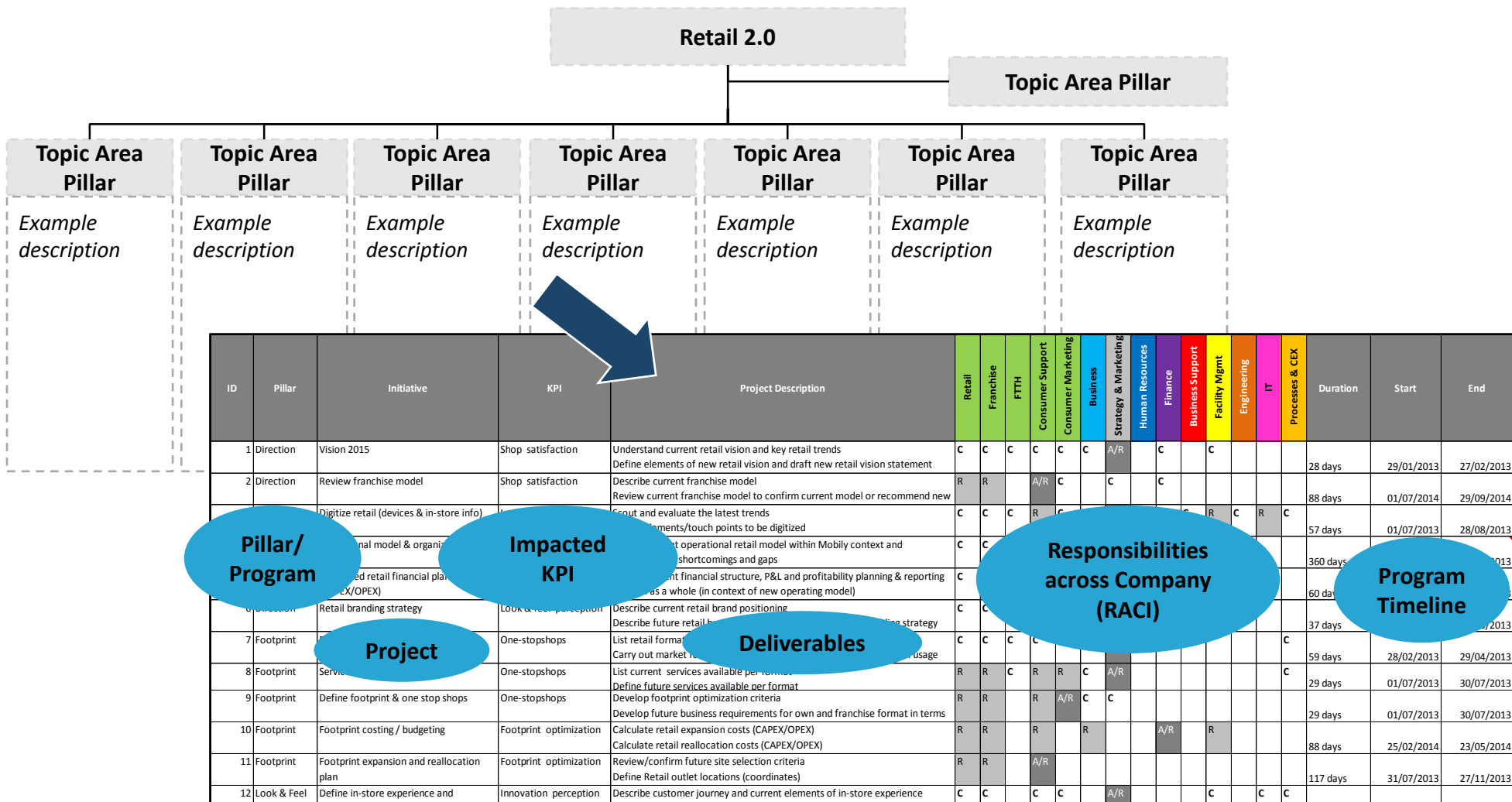
**Issue-specific solutions
(Incremental improvements)**

**„Greater picture“ solutions
(Radical improvements)**

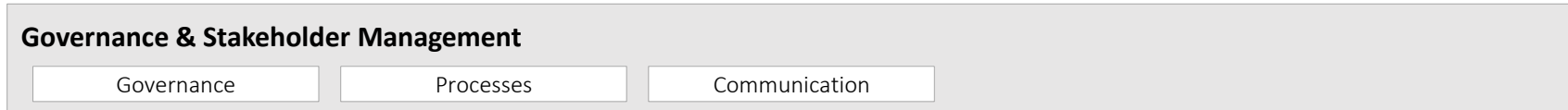
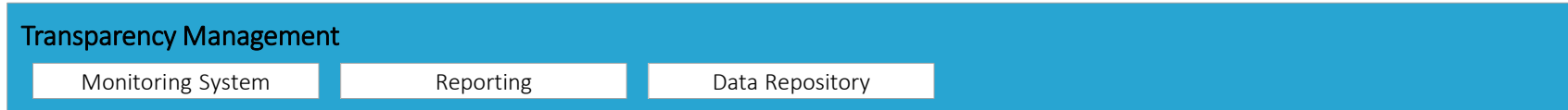
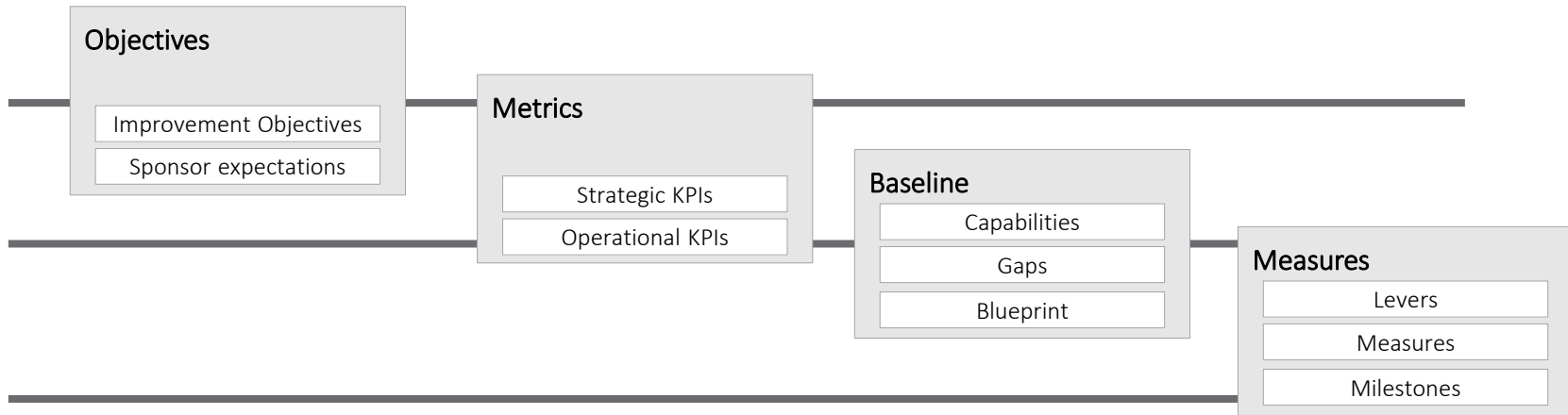
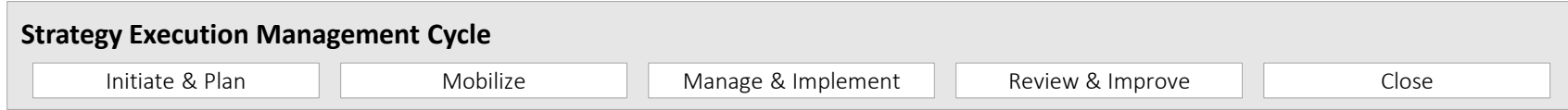


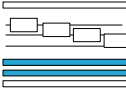
Shortcomings identified in the “Baseline” phase are developed to solution (program) pillars. Responsibilities are clarified for cross-entity programs via a RACI Matrix.

ILLUSTRATIVE

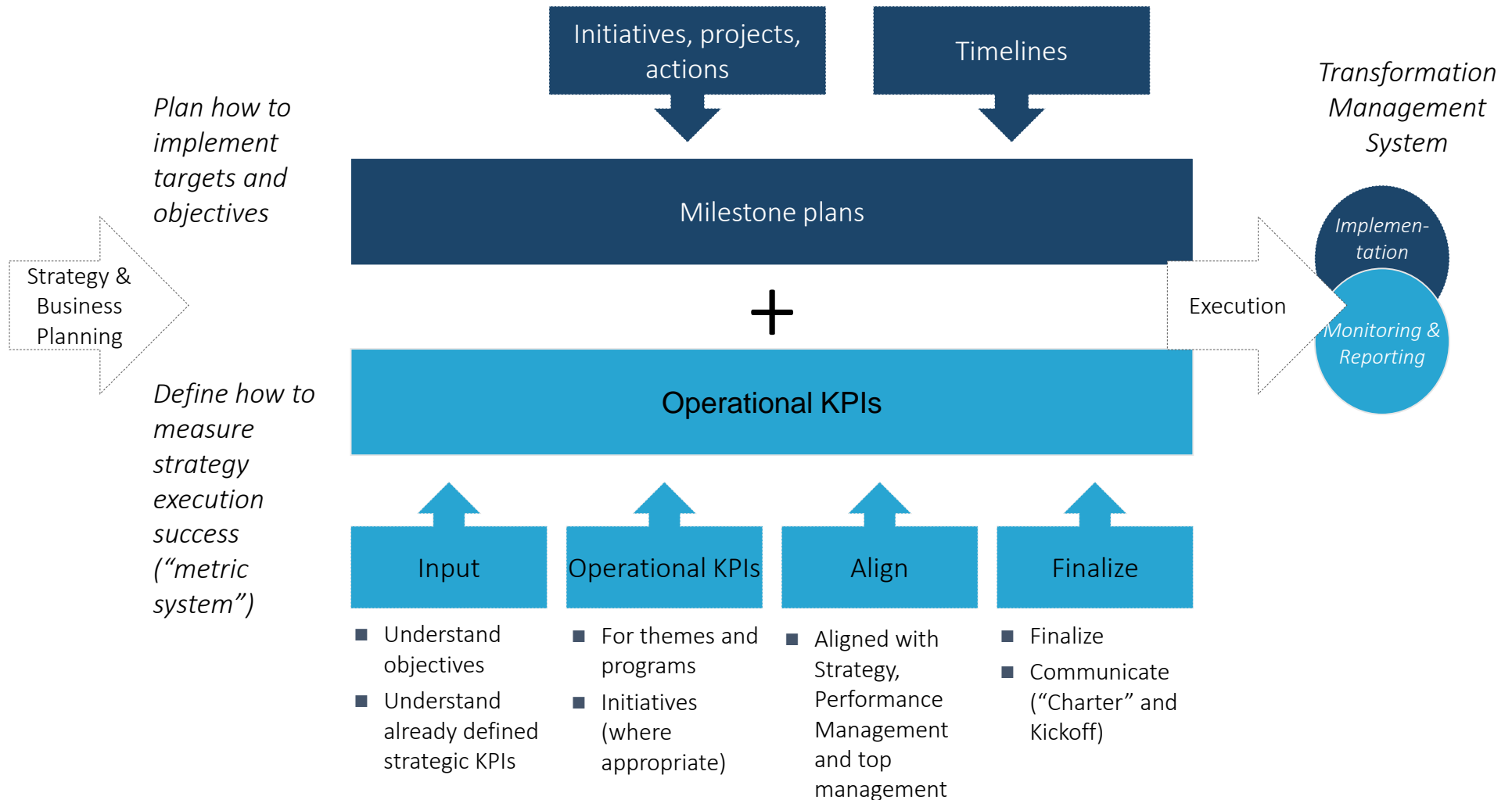


Monitoring of KPI impact, project progress, Program ROI and risks is an integral part to the systematic Program reporting.





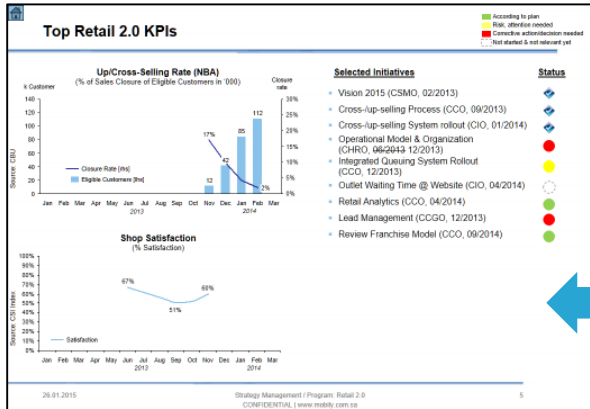
Impact-oriented monitoring relies on KPI tracking, milestone plans ensure the necessary activities are completed on time.



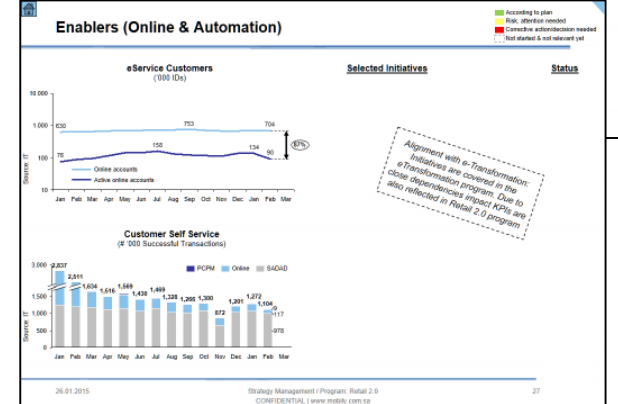
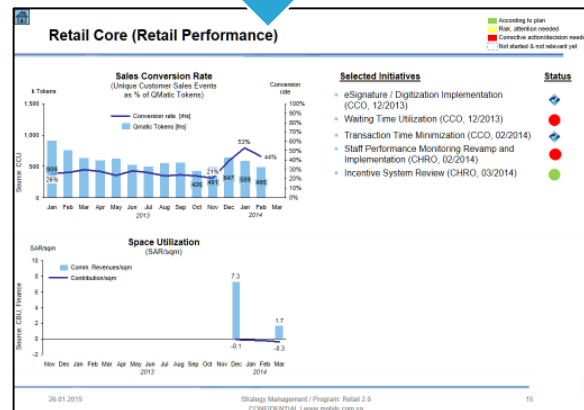
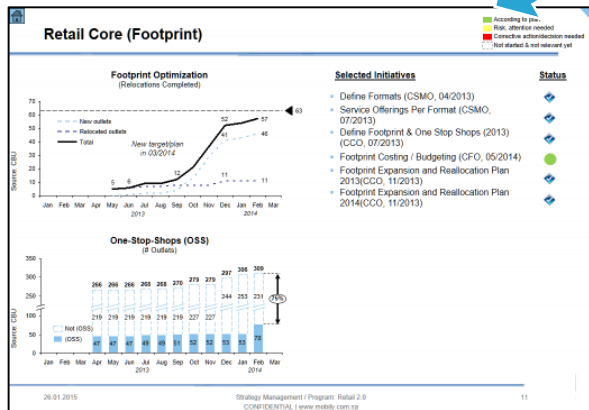
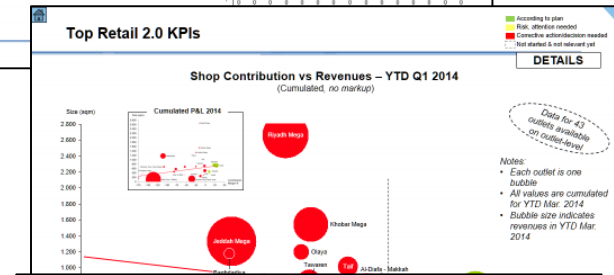
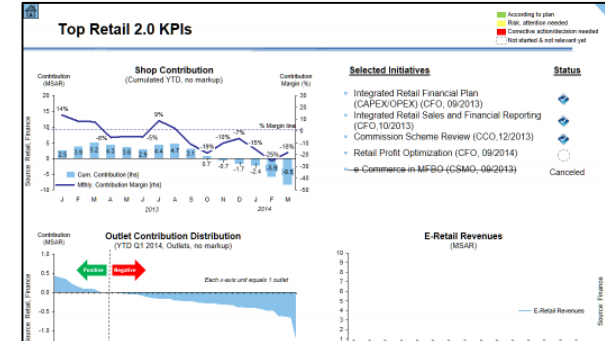
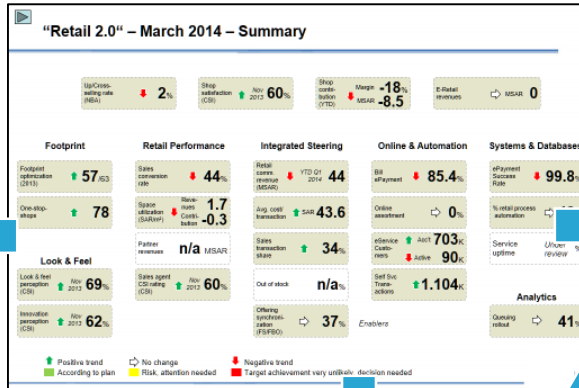
The central dashboard summarizes the situation. Detailed dashboards for each KPI integrate KPI performance and program progress into one view.

ILLUSTRATIVE

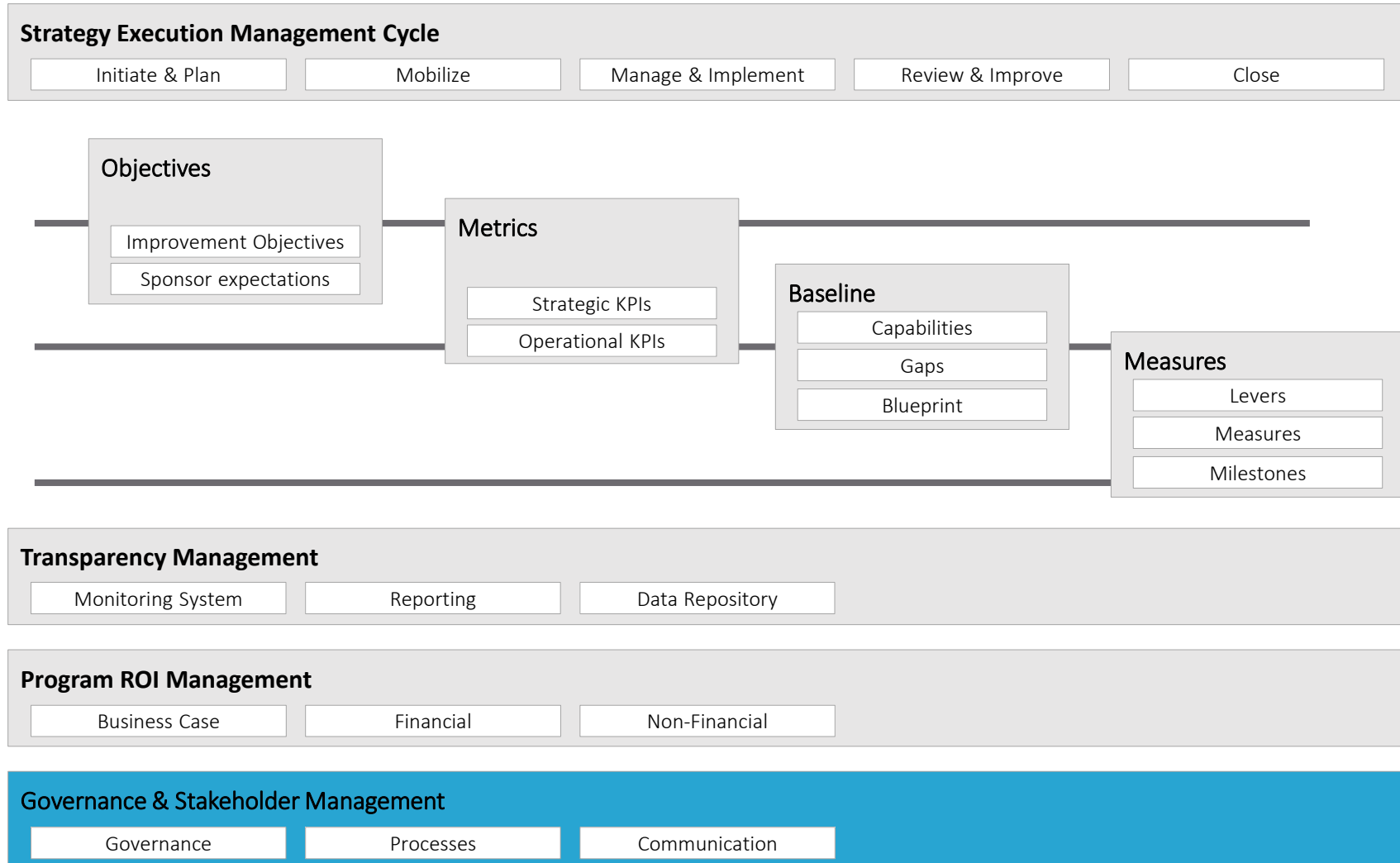
Detailed Dashboards



Central Dashboard



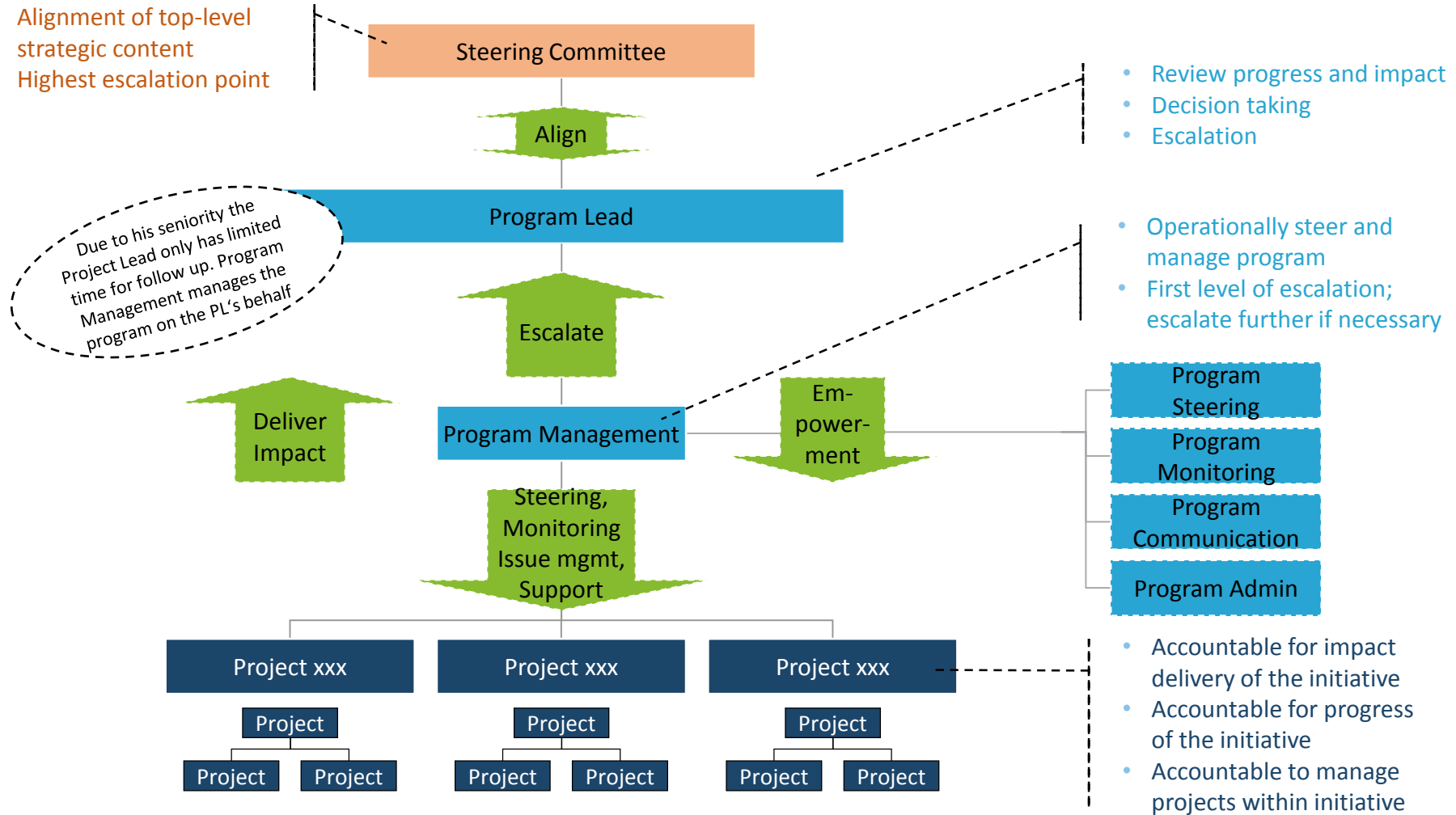
Retail 2.0 Program Framework





Full program governance clarifies PM and line management roles in terms of decision taking, escalation management, implementation and issue management.

- Alignment of top-level strategic content
- Highest escalation point



Thomas Pittschieler

Managing Director

tel. +971 559 819 619

T.Pittschieler@[topicoconsulting.com](mailto:T.Pittschieler@topicoconsulting.com)

Office Location:

Al Jazeera Al Hamra

Ras Al Khaimah

United Arab Emirates

Mail Address:

PO Box 31291

Al Jazeera Al Hamra

Ras Al Khaimah

United Arab Emirates