

# ACTION PLAN

Name: **Sample Store**

Department: **100**

Goal: **Reduce store shrinkage**

Target: **Reduce shrinkage to 1% within 6 months**

(Note: Ensure your target is Specific, Measurement, Achievable, Relevant and Time Framed)

Key tasks	Deadlines	Steps involved	Responsibility	Follow-up
<i>WHAT is to be done?</i>	<i>WHEN is it to be done?</i>	<i>HOW will it be done?</i>	<i>WHO will do it?</i>	<i>HOW will improvement be measured?</i>
1. Staff meeting	30th January	<ul style="list-style-type: none"> <li>Clarify current result and new goal</li> <li>Staff to sign for attendance</li> <li>Policies re-enforced</li> </ul>	Manager to run meeting	<ul style="list-style-type: none"> <li>Area Manager invited to meeting</li> <li>Staff will sign at meeting, agreeing to agenda items</li> </ul>
2. Research previous audit result	By 30th January	<ul style="list-style-type: none"> <li>Look for obvious areas of theft</li> <li>Find any administration errors and action</li> </ul>	Manager 2IC	<ul style="list-style-type: none"> <li>Report to Area Manager any relevant findings</li> </ul>
3. Paperwork audit	By 15th February	<ul style="list-style-type: none"> <li>Research following to check staff accuracy / procedural errors:                             <ul style="list-style-type: none"> <li>- Refunds/exchanges</li> <li>- Stock transfer</li> <li>- Employee discounts</li> </ul> </li> </ul>	2IC	<ul style="list-style-type: none"> <li>Manager to oversee and check random reports</li> <li>2IC to report to Manager</li> </ul>
4. Fitting room attendant peak times	From 1st Thursday after staff meeting	<ul style="list-style-type: none"> <li>Adjust roster to include fitting room cover Thursday and Saturday</li> <li>List of expectations posted in staff room</li> </ul>	Manager to adjust roster	<ul style="list-style-type: none"> <li>Ongoing follow-up on peak times</li> </ul>

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5. Customer service training for all staff	All staff to attend by 15th March	<ul style="list-style-type: none"> <li>Full time staff to attend training by Area Manager</li> <li>Casual staff to be coached on the job</li> </ul>	Manager / Area Manager	<ul style="list-style-type: none"> <li>Area Manager to mark off full time staff</li> <li>Manager to mark off casual staff</li> </ul>
6. SKU audits to be completed Saturdays	From 15th February	<ul style="list-style-type: none"> <li>Manager to inspect stock report and identify high turnover SKU's</li> <li>One SKU per week audited (counted) Saturday and compared to on-hand</li> </ul>	Manager / 2IC (can't be delegated)	<ul style="list-style-type: none"> <li>Discrepancies to be reported to Area Manager in Monday call report</li> </ul>
7. Stocktake conducted	30th April	<ul style="list-style-type: none"> <li>All paperwork to be followed up 2 weeks previous</li> <li>Staff to attend staff meeting 1 week previous</li> </ul>	All staff (Manager to delegate responsibility)	<ul style="list-style-type: none"> <li>Stock Result</li> <li>Manager / Area Manager meeting 5th May to discuss improvement and further action</li> </ul>
8. Action plan reviewed	5th May	<ul style="list-style-type: none"> <li>Review stocktake result</li> <li>Reset objectives</li> <li>Reset deadlines</li> <li>Set new review date</li> </ul>	Manager / Area Manager	<ul style="list-style-type: none"> <li>Area Manager/Manager Action plan adjusted as required</li> </ul>