

Quorso Resources:

# Understanding your Managers.

Guide to assessing front-line use cases and frictions.

# What is the front-line experience for Managers **today**?

**63% of frontline retail managers are thinking about quitting in the near future, nearly twice the rate of frontline non-managers<sup>(1)</sup>**

## ***Ask yours:***

- What aspects of the job do they find most meaningful?
- What do they wish they had more time to do?
- How sustainable is their workload?
- How much time do they spend on work that contributes to the company's goals?

# What can you do to **improve** their role and daily work?

27% of managers who are considering quitting cited 'boring or uninteresting work' as a reason<sup>(1)</sup>

## *Ask yours:*

- What is the number one job they wish they didn't have to do?
- What % of time are they spending on compliance vs performance improvement activities?
- What communications are they receiving that they don't want, need or understand?
- How many teams, reports and systems are they reliant on just to do their job?

(use our Store Process map on the next page to help answer this)

# Ask yours: To complete the activities below in a single store, how many **teams, reports and systems** do you use?

Area	Compliance activities	Performance opportunities	
Sales	<input type="checkbox"/> Planogram reset	<input type="checkbox"/> Top SKUs vs. forecast	<input type="checkbox"/> Sub-category sales
	<input type="checkbox"/> Product launch	<input type="checkbox"/> Days cover (for panic buying)	<input type="checkbox"/> Seasonal sales
		<input type="checkbox"/> Planogram not deployed properly	<input type="checkbox"/> Market share (e.g., Nielsen)
Inventory	<input type="checkbox"/> Loss Prevention audit	<input type="checkbox"/> Negative inventory	<input type="checkbox"/> High loss / shrink
	<input type="checkbox"/> Annual cycle counts	<input type="checkbox"/> Low stock adjustments	<input type="checkbox"/> Unknown loss
Omnichannel		<input type="checkbox"/> Order fulfilment accuracy	<input type="checkbox"/> Cancellations
		<input type="checkbox"/> Pick rate	<input type="checkbox"/> Time to order completion
Labour	<input type="checkbox"/> Store Manager training	<input type="checkbox"/> Critical staffing shortages	<input type="checkbox"/> No shows
	<input type="checkbox"/> Performance review	<input type="checkbox"/> Labor budget adherence	<input type="checkbox"/> Overtime
Operations	<input type="checkbox"/> Monthly store visits	<input type="checkbox"/> Operating hours violations	<input type="checkbox"/> Membership sign ups
	<input type="checkbox"/> Safety audits	<input type="checkbox"/> CSAT	<input type="checkbox"/> Controllable costs
Standards	<input type="checkbox"/> Overall cleanliness	<input type="checkbox"/> Customer satisfaction	<input type="checkbox"/> Accidents
	<input type="checkbox"/> Illumination evaluation	<input type="checkbox"/> Maintenance overdue	<input type="checkbox"/> Signalization

# Need help? Speak to one of our **customer advisors**.



**Julian Mills**

**Founder**

- Founded Quorso to stop managers being overwhelmed by reports and tasks. Turning all information into personalized priorities that are easy to action, track and measure



**Barton Keery**

**Head of Customer US**

- Formerly Store Operations Strategist at Accenture
- Advises Quorso's US customers across grocery, convenience, hardlines and apparel



**Ed Skudra**

**Customer Lead EMEA**

- Formerly Associate Director at Javelin / Accenture
- Advised multi-billion dollar retailers across UK, Europe and US on sales and operations strategies, focused on customer & employee experience

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