

CASE STUDY



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Actionable Solutions.

Client Description:

Deb Shops, a middle market retailer for women's apparel in Philadelphia, PA.

Client Situation:

In the current down economic environment, the client was interested in streamlining operations and reducing operational costs. Clear Thinking Group was asked to perform a review of current cost savings opportunities and identify additional opportunities.

Specialty Retailer - Operational Diagnostic

Approach Taken

Working with the company's management team, Clear Thinking Group identified opportunities to streamline processes and labor efficiency in the following areas:

- Store Operations
- Field Management
- Information Systems
- Supply Chain
- Merchandising

Specific attention was paid to "Quick Wins" and opportunities that could result in a quick implementation with minimal investment. We also developed a road map including resource needs, risks, and dependencies for design and implementation of opportunity areas.

Result Summary

As a result of the analysis performed by Clear Thinking Group, 24 areas of opportunity were identified that had the potential of creating an annual savings of several millions of dollars.

Key areas included:

- Outbound Freight Costs to the Stores
- Re-organizing the Current Field Structure and Responsibilities
- Reducing Damages and Returns Processing Costs
- Develop a Formal Markdown Management Process
- Performing Assumed Receipts at the Store Level
- Developing & Implementing Store Labor Standards and Budgeting Tools
- Scheduling Store Associates to Customer Traffic Patterns
- Defining POS Requirements for Missing Functionality
- Developing eLearning Modules for Associate Training
- Creating Profit and Loss Budget Reporting by Store
- Establishing a Distribution Center QC Group

"I have worked with many consulting groups in my 30 year career. Clear Thinking Group breaks the mold. This is a team that makes a concerted effort to embrace the organization and its specific needs. They have a "common sense" approach to the business. They maximized everyone's time and energy. All initiatives and deliverables were executed on time and on budget!" -- Diane Paccione, CEO/President - Deb Shops, Inc.