

Delivering continuous productivity improvement in SPAR





Experience

SWL is a 30-year-old specialist brand, recognised for its expertise in delivering Grocery productivity improvement solutions.

SWL has broad and deep Grocery experience and consults with Food Retailers on their strategies for efficiency, and importantly on how they can realise their vision of productivity & service improvement in-store.

SWL's Food Retail clients include: Tesco, Sainsbury's, Marks & Spencer, BP and Shell.



Sainsbury's



SELFRIDGES & CO



Productivity Story

SWL has a wealth of productivity expertise in Grocery.

SWL are the company which enabled Tesco's 'one-in-front' initiative, and the developers of the Tesco labour model for all Tesco formats from Express to Extra stores.

SWL also led the automation of Sainsbury's Labour Forecasting, Store HR and Daily Instore Costing systems across its enterprise from its Sainsbury Local's to its biggest Sainsbury's Superstores. From this foundation SWL & Sainsbury's then delivered a Clear-Match Project which re-aligned over 50,000 Sainsbury's colleagues' hours, so Sainsbury's Customers could be served better with less HR costs.

SWL's solutions are all about continuous productivity improvement. SWL doesn't pre-diagnose a partners' operational condition. SWL 'seeks to understand' this first, by engaging in the specific partners operational environment both instore and at head office. Measurable improvement is then based on the 'Operational Facts' and local market, with a scientifically measured & benchmarked 'As Is' store performance.

Whichever formats you operate, INTERSPAR, EUROSPAR, SPAR or SPAR EXPRESS, SWL knows that all Retail Partners seek to grow profits whilst protecting service & brand values, and whilst ensuring the right labour budget is used for the relevant trading period. SWL understands what the blockers are to efficiency, and SWL can immediately advise on what to; Stop, Start, Continue and Do Differently to enable Retail Partners to quickly be more efficient.



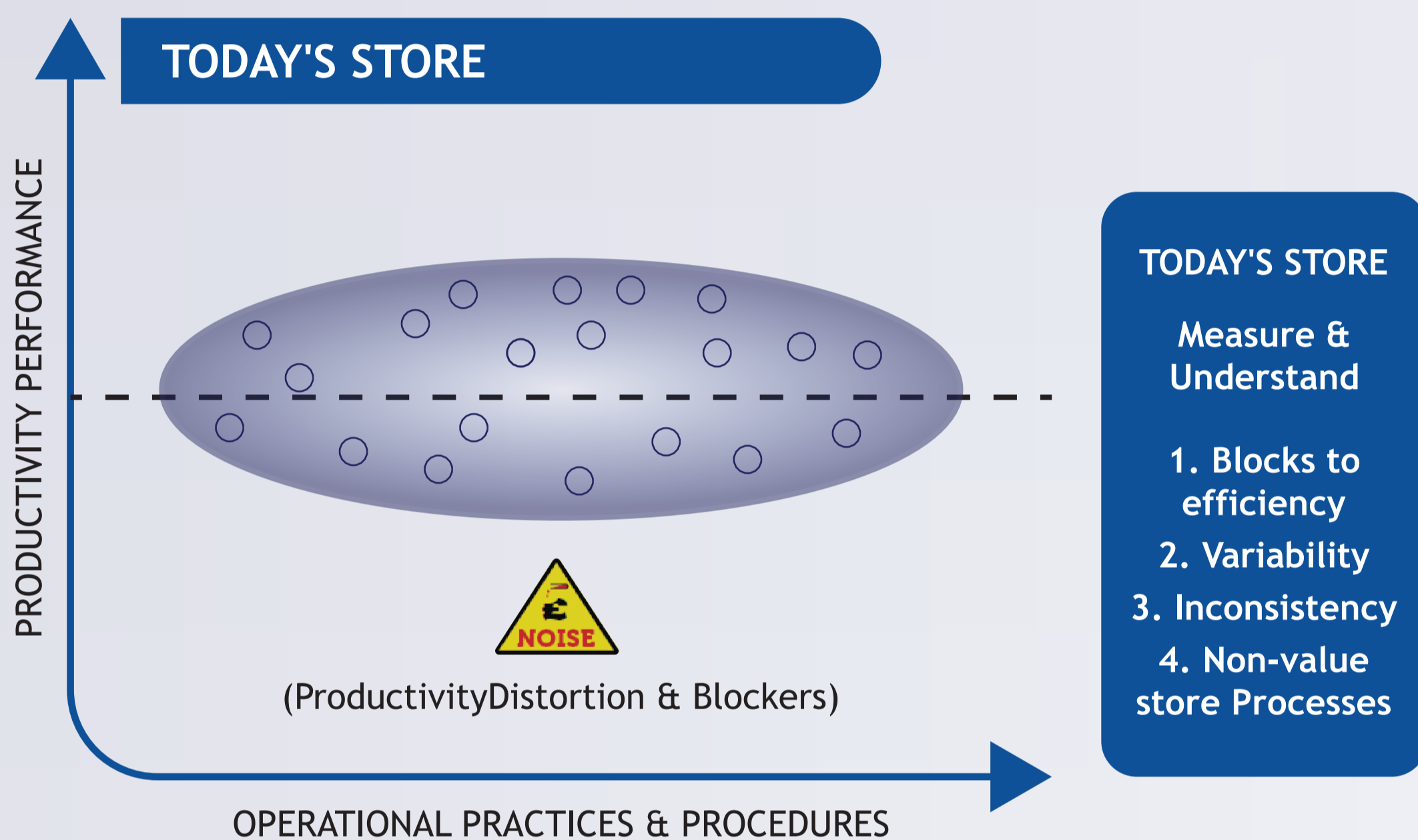
SWL proven approach of treating each Customer as unique, enables SWL to be specific, relevant and minimise risk for each individual SPAR partner. SWL's goal will always be to provide positive productivity change, measured by sustained service, sales and cost management performance in store.

Productivity

SWL delivers Productivity improvement through Science and Experience.

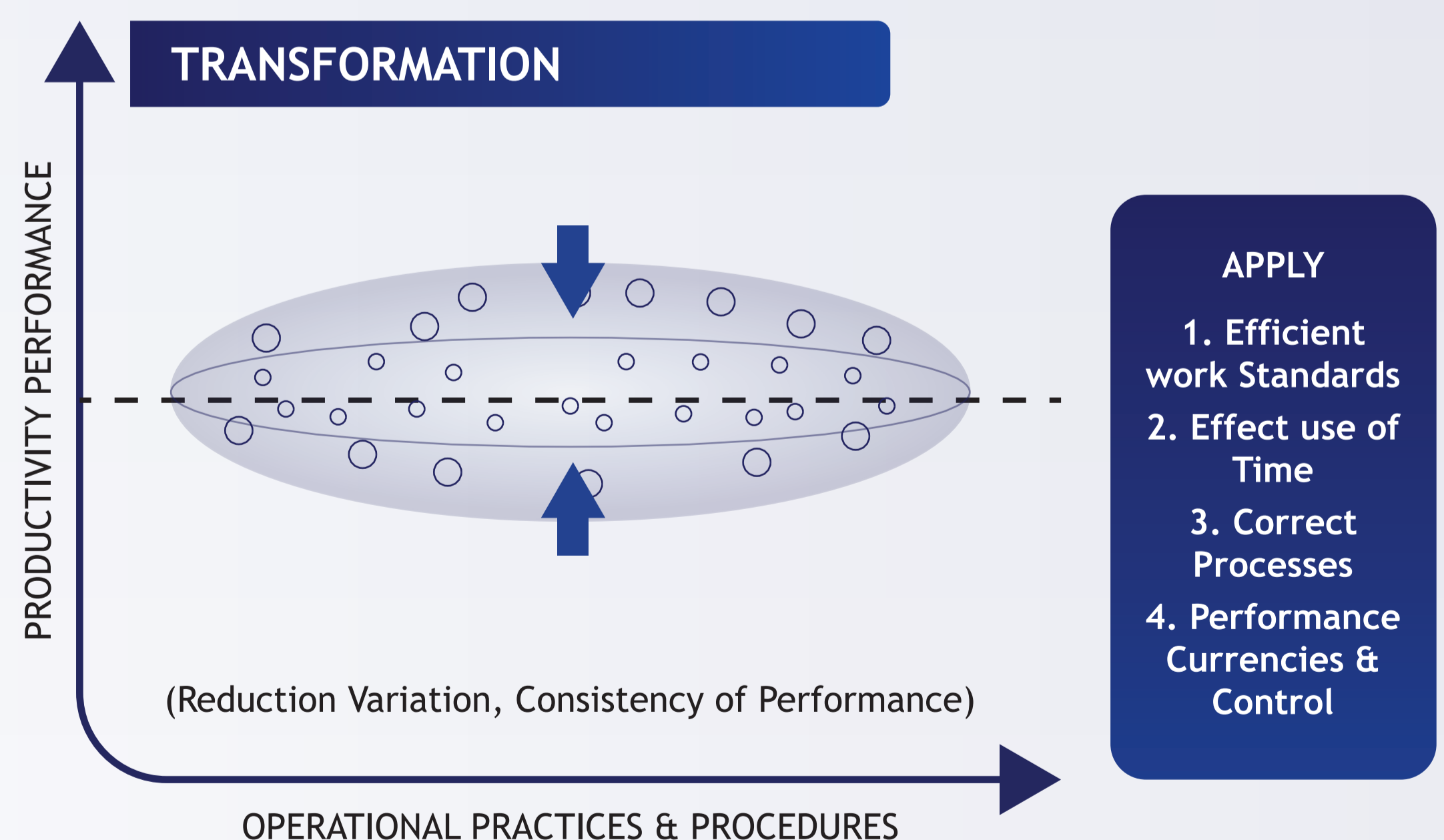
It starts by understanding and measuring ‘what happens now’ in a store’s operations. This often uncovers the phenomenon of operational NOISE. It is NOISE that creates blockers to productivity. NOISE occurs from the interaction between People, Process and Systems resulting in inefficiency and negative variation.

NOISE is largely negative, and needs to be eradicated or at least minimised and managed. Our goal in project is to address this negative variance. However, it’s true to say that ‘accepted NOISE’ also co-exists. This is when a process is inefficient but is purposely done by the Retailer and is an intended and accepted way the business works and part of brand.



A good example of this is perhaps ‘visual merchandising & replenishment’. The Retailer may seek to show individualism and minimalism in the display. Whilst this is perhaps visually impactful, it may not be the most productive approach to sell product or maintain availability. Therefore, the Retailer accepts an ‘inefficiency trade-off’ with the expectation of a positive ‘branding/ marketing’ outcome.

One well established Grocer chain, as part of its desire to create a town ‘Market place’ feel - decided to ‘hang-up’ bananas in the fresh produce area, not unlike an outside ‘Market stall’. This is about creating a ‘perception’, however the ‘trade-off’ is that it is inefficient to maintain, not competitive and costly compared to the alternatives for a 500+ grocery chain.



Solutions

SWL provides ALL of the elements to deliver every Solution's measurable improvement objectives.

Productivity Managed Service

SOFTWARE

SWL SPAR WFM Planner

SWL SPAR WFM T&A

SWL SmartBudget

SWL ClearMatch

SWL WF-ESS

SWL CCX

SWL WebClock

SWL Balanced Scorecard

SERVICES

Productivity Consultancy

Transformation Execution Management

Work Standards Production

Labour Model Build

Process & Model Maintenance

Process Re-engineering

KNOWLEDGE CONSULTANCY

Operational Strategy Design & Lifecycle Management

Knowledge Transfer

Retail Thought Leadership

Professional Services

SWL delivers all of the guidance you need to **DELIVER YOUR TARGET BENEFIT**, including:



Scientific Instore Measurement



Sustained Benefit Delivery



Change Management



Evaluation & Reporting



Expert Data Analysis



Risk Minimisation

Software

SWL Solutions DELIVER PRODUCTIVITY GAINS - SWL provides central and In-store software & hardware solutions.

The overall Software suite is called 'The SWL Productivity Suite' and consists of 8 modules which can either 'Stand-alone' or be 'Integrated' together. How they fit within a solution will always be driven by the partner specific situation.

swl

retail productivity excellence

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Countering The Spiralling Cost Of Operations

Consumers are facing dramatic rises in the cost-of-living, driving:

- Wage pressure, as real wages lag far behind inflation
- Labour exhaustion, as unemployment falls, employees seek new opportunities & take on secondary jobs
- Declining consumer confidence and spend

Meanwhile, SPAR Partners face expanding operational costs due to:

- Spiralling inflation: increasing cost of sale, influenced by inflation of goods, services and wages
- Labour shortages and attrition: Rising inflation and declining real wages pose a threat to SPAR retailers' ability to attract and retain talent and skills
- Supply and demand shocks, coupled with consumer taste shocks leads to inconsistency and rapidly evolving consumer trends. While retailers are no stranger to change, the risk of error is ever increasing

SWL, as SPAR's trusted advisor is ready to support Partners in navigating these uncertainties, macro and micro impacts.

SWL's Store Condition & Capability Study enables Partners with:

- Store deep-dive observation, evaluation, benchmarking for data-fact decision making
- Retail best practice improvements across all formats
- Knowledge transfer, equipping teams to sustain control and improvements
- Fit for purpose WFM APPs, achieving currencies & controls & risk mitigation



Reach out to our expert team to learn how SWL's solutions could benefit your operation.



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