

ANALYSE-OPTIMISE-SHOPTIMISE!

IMRO analytics and planning optimisation of client's retail outlets.

The client is a leading multinational retail giant with 4,500+ stores across the US and operates a chain of hypermarkets, discount department stores, and grocery stores.

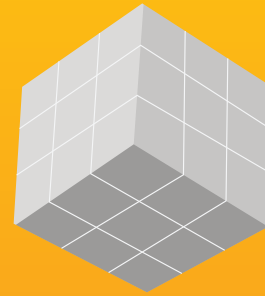


CHALLENGES

The use of third-party providers for the client's MRO needs led to multiple challenges around MRO costs and store uptime:

Lack of granular visibility on spend that led to missed cost optimisation and sourcing opportunities

Lack of optimal MRO inventory planning that led to high downtime and low service levels



SOLUTIONS

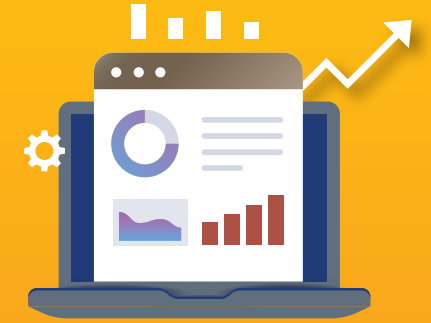
The IBPM approach involved a combination of machine-learning algorithms and manual review:

- ▶ Identified cost saving opportunities through strategic sourcing and spend classification at L4
- ▶ Established cost optimisation opportunities by analysing the material price variance and labour rate for repeated problems
- ▶ Delivered actionable insights on extended lead time parts to improve uptime after analysing historical data
- ▶ Recommended a deployment strategy (near store/central warehouse/buy) based on tradeoff between cost and resolution time
- ▶ Classified spare parts into tiers (1/2/3) based on priority and usage frequency
- ▶ Optimised inventory levels for spare parts based on lead time and demand pattern inline with the identified deployment strategy

BENEFITS

IBPM delivered actionable insights to improve the MRO planning process by:


- ▶ Identifying ~\$21 million of spend for potential cost optimisation through sourcing initiatives
- ▶ Earmarking parts that needed to be kept in tiers 1/2/3
- ▶ Optimising the corresponding deployment strategy to improve uptime



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