



These are not bad-luck numbers. They are the predictable cost of scaling without systems.

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The Retail Operations Excellence Toolkit is an advisory toolkit divided into modules on six critical elements:

Standard Operating Procedures: SOPs used in daily operations such as receiving, inventory, checkout, store opening/closure, and escalation processes. They are geared towards store staff, not managerial binders.

Inventory & Supply Chain Management Discipline: Demand forecasting, re-order policies, vendor lead time management, and shrinkage management to ensure liquidity.

Optimisation of Layout & Planogram: Store space study, store zoning, design, and implementation of planograms. Research findings indicate that a good store layout, which is focused on sales, may increase the basket size by 10-20%.

HR/Performance and Accountability: Frameworks for staffing, clear job descriptions, and manager-led training programs to make capability building sustainable.

ERP Technology Readiness: System selection, process mapping, and analytics capability building. Up to 60% of ERP features go unused in mid-market retail — YRC closes that gap.

Franchise & Multi-Outlet Expansion Systems: Replicable models, territory planning, and financial feasibility assessments for chains planning city-level or franchise-led growth.

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Organised grocery and fast moving consumer goods retail around the world is currently at an inflexion point. While on the one hand the quick commerce and large format options are raising the bar for convenience and quality of services offered globally, on the other hand local organisations that build their foundations will be ready for scale while others will be left behind.

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Your Retail Coach is a specialist <https://www.yourretailcoach.in/contact/> advising grocery chains, supermarkets, FMCG brands, and kirana aggregators worldwide. With 500+ retail businesses advised across multiple geographies, YRC's expertise spans SOPs, inventory

management, store design, HR systems, ERP implementation and franchise development. Every engagement is built to produce systems that work on the shop floor not just in presentations.

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