Brian Pringle

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RICM Daily objectives

Core duties on a daily basis, this does not include issues that arise throughout the week... Recalls, quarantines, part number changes, Inventory pull backs, overstock issues, warranty help, T&R issues, system errors, travel, meetings, training, ext.

**DC Previous day adjustments-** Run the month to date adjustments and filter net 0 to previous day. Create a count sheet that is verified with a team of effort of rotating duties from the DC staff or RICM. The RICM will then complete system updates and root cause analysis. The final results for MTD and previous day are emailed to the team for daily review. (This may also include YTD or MTD adjusted items depending on where the DC is currently at with variance)

**KPI Updates-** (Still a growing project with pieces needing to be added)

* **Retail Daily Cycle Count Program-** Using the premade calendar with selected line code or line code/class, create and send a cycle count to all stores within the region. Once the store completes they will send back to their RICM for system updates and root cause analysis. All counts are tracked; when a store falls behind they are reminded on the daily email and re-sent old counts. \*\*This has increased our PI SKU accuracy by 10%\*\*
* **DC adjustments over $500-** Each day the RICM pulls all adjustments in their assigned DC to track, report, research, and find root cause for any adjustment made over $500. No matter what the resolution is (reversed or not) we are looking for areas to improve and use this for training
* **Retail adjustments over $100-** Each day the RICM pulls all adjustments in their assigned DC to track, report, research, and find root cause for any adjustment made over $500. No matter what the resolution is (reversed or not) we are looking for areas to improve and use this for training

**DC Location Audits-** (currently only in DC6, DC8, and DC9) Each aisle has a warehouse employee assigned to it for housekeeping and location audits. The RICM prints out the location audit using their tracking sheet. Each warehouse employee is required to audit 2-3 bays per day which takes up to 15/20 minutes. The RICM collects all sheets and updates the system. \*\*This has been huge for reducing zero picks and increased efficiency for the pullers\*\*

**DC Cycle Counts-** This is not a fully running program but is next to be added onto the KPI. Each RICM will be required to audit sections of the warehouse along with the lock up room daily or weekly and the top 20 highest valued items.. This is happening in variations with all RICM’s now just need to streamline.

**DC Bin Consolidation-** Guide the warehouse on reducing bin location use by consolidating product for efficiency.

**Negative Reports-** Validating all company negatives and root cause. Whether the RICM fixes or not an email is sent to the store or DC with an explanation of what happened and how to prevent.

**Adjustment Reports-** We put a heavy focus on all adjustments in both the DC’s and stores. These are provided to the team weekly and given direction for action. Anytime a store falls $500 +/- they are sent a count sheet to help improve. If the DC is in bad shape we will increase the amount of cycle counts. Using these strategies we have been able to keep both the DC and Stores within striking distance of net $0 for the YTD.

**Store Physical Inventories-** We are now doing a physical count in all stores 2 times per year. This means that the RICM’s are spending a large amount of time on the road. We are updating and improving this process with each store completed. We have not started implementing our new store “scorecard” for reporting.

**Store and DC Emails-** This may take anywhere from 1-3 hours depending on the day and size of regional coverage. We receive adjustment requests, field destroy reviews, missing inventory search help, missing part issues from too many variations to list, negative help, ext.