

Transforming Retail Humans

Process of Retail Human Capital

When human beings are provided a process they can follow, positive, scalable, repeatable outcomes can occur. This is a tenant of strong management, and today technology also has a role to play. "What gets measured, gets managed!" and in today's retail, too many reactionary decisions are made based on anecdotal, gut feelings, instead of objective information. There are many solutions that can individually offer commodity-based products, like document management, or surveying. Would an all-in-one solution, revolving around education be what your organization really needs to leverage procedure? Here are a few suggestions of best practice surveying:

- Employee Onboarding
- Employee Exit
- Employee Engagement
- Merchandise & Product Feedback
- Major Corporate Event Feedback

Survey Designer

It goes without saying; knowledge is power. Capturing data from the source is always critical, and ensures as leaders, that awareness, and the supporting analytics for certain events or milestones along your organization's journey is paramount. Surveying as a product isn't sexy, and it surely isn't a novel concept from a technology perspective. It's no secret that there are many options in the marketplace to conduct surveys as well. However, Progress Retail's point of difference has been the layering of our retail platform tools that revolve around education. Too many



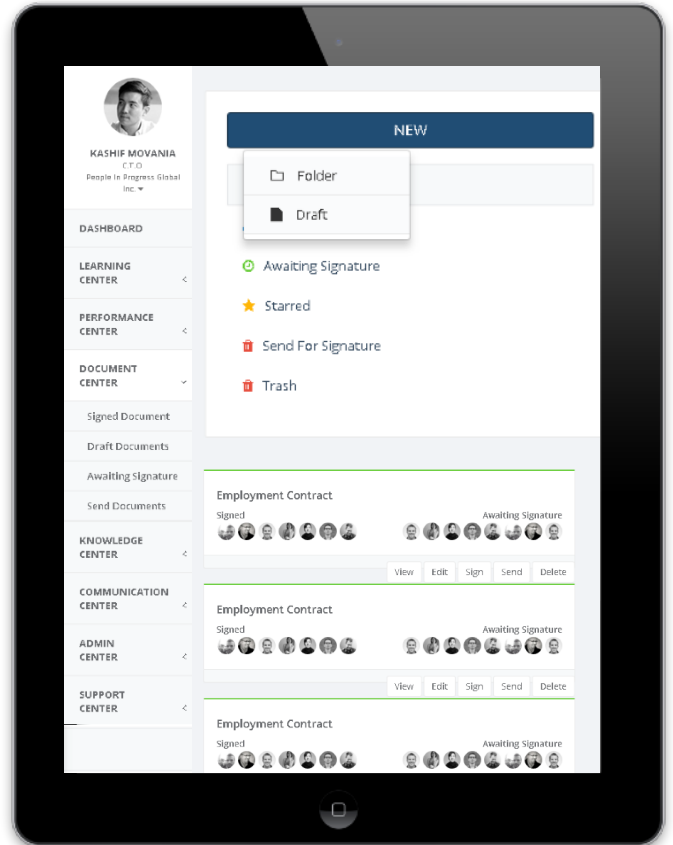
organizations fail at educating the members of their organization around procedure. Whether that is an new employee onboarding procedure, or a new store manager procedure, how do you ultimately measure whether procedure was followed? How do you track whether there are improvements? Survey Designer enables you to execute on the famous Peter Drucker phrase, "What Gets Measured, Gets Managed". Enabling transparency, and encouraging honesty is at the core of healthy organizations. How do you ultimately keep your finger on the pulse of change in your organization?



Document Management System

Retail is still very pen and paper. Nothing ruins the start of an employee's journey than having to manually fill out several documents, struggle to have them scanned or faxed in, and then discover they were never received. Document management and electronic signature in general, are not sexy products, but they are extremely efficient commodities. Progress Retail's "smart" Learning Management System (sLMS), enables execution in coaching, compliance, sales, and operations by utilizing education as a primary support vehicle. Progress Retail's Document Management System allows designated administrators to push any PDF for electronic signature based on:

- Individual users
- Entire store
- Region of stores
- Users based on role



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