

8 MOVES TO AN UNRIVALED ORGANIZATION

Dan Craddock and Barry Swaney



BLUEPRINT 2019
PLANNING FOR A FLEXIBLE FUTURE

THE DAY THE CALL CAME IN



SALES & CUST SERVICE



MERCHANDISING & INVENTORY

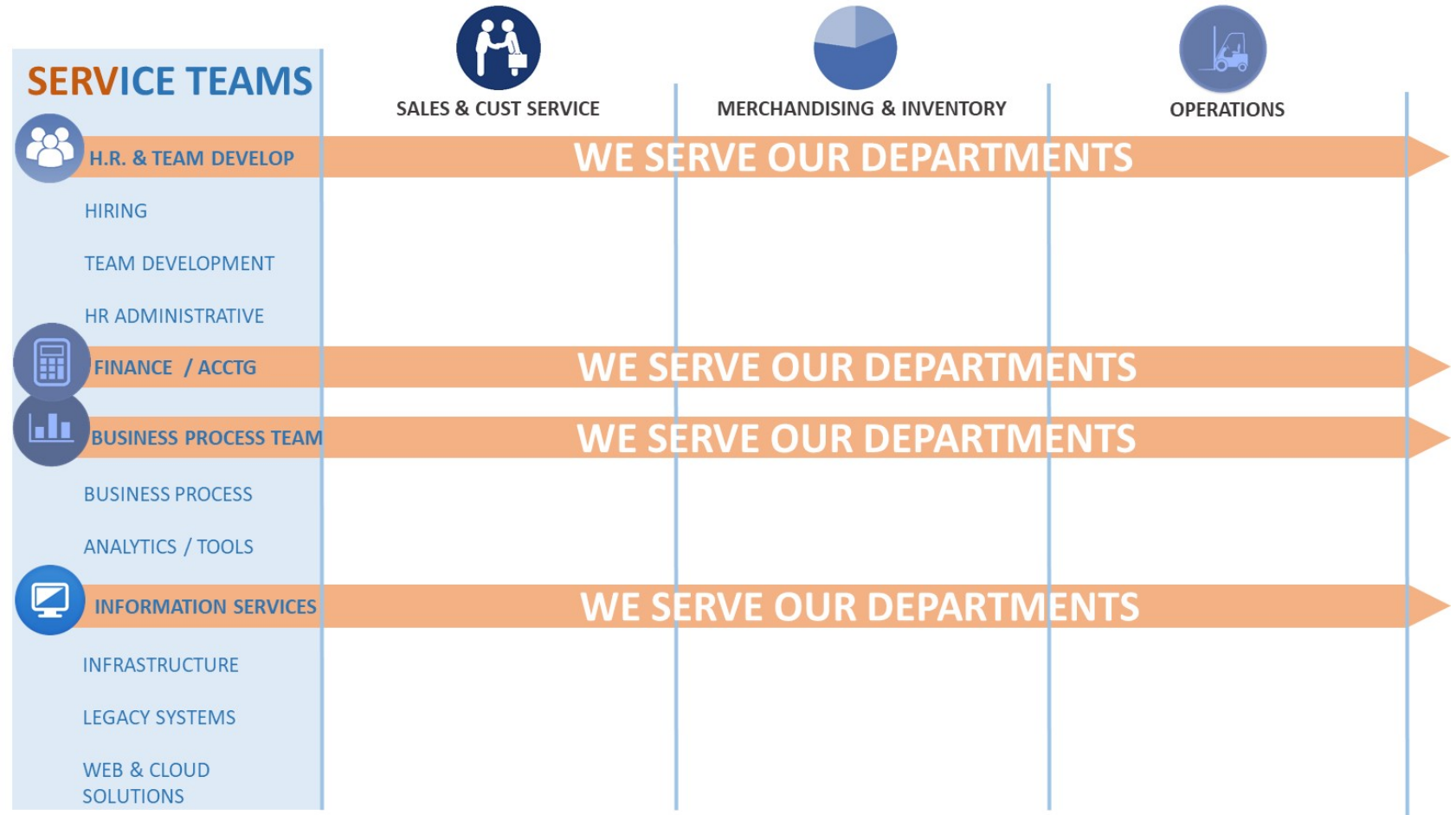


OPERATIONS



SERVE

1



1

SERVICE TEAMS



H.R. & TEAM DEVELOP

HIRING

TEAM DEVELOPMENT

HR ADMINISTRATIVE



FINANCE / ACCTG



BUSINESS PROCESS TEAM

BUSINESS PROCESS

ANALYTICS / TOOLS



INFORMATION SERVICES

INFRASTRUCTURE

LEGACY SYSTEMS

WEB & CLOUD SOLUTIONS



SALES & CUST SERVICE



MERCHANDISING & INVENTORY



OPERATIONS

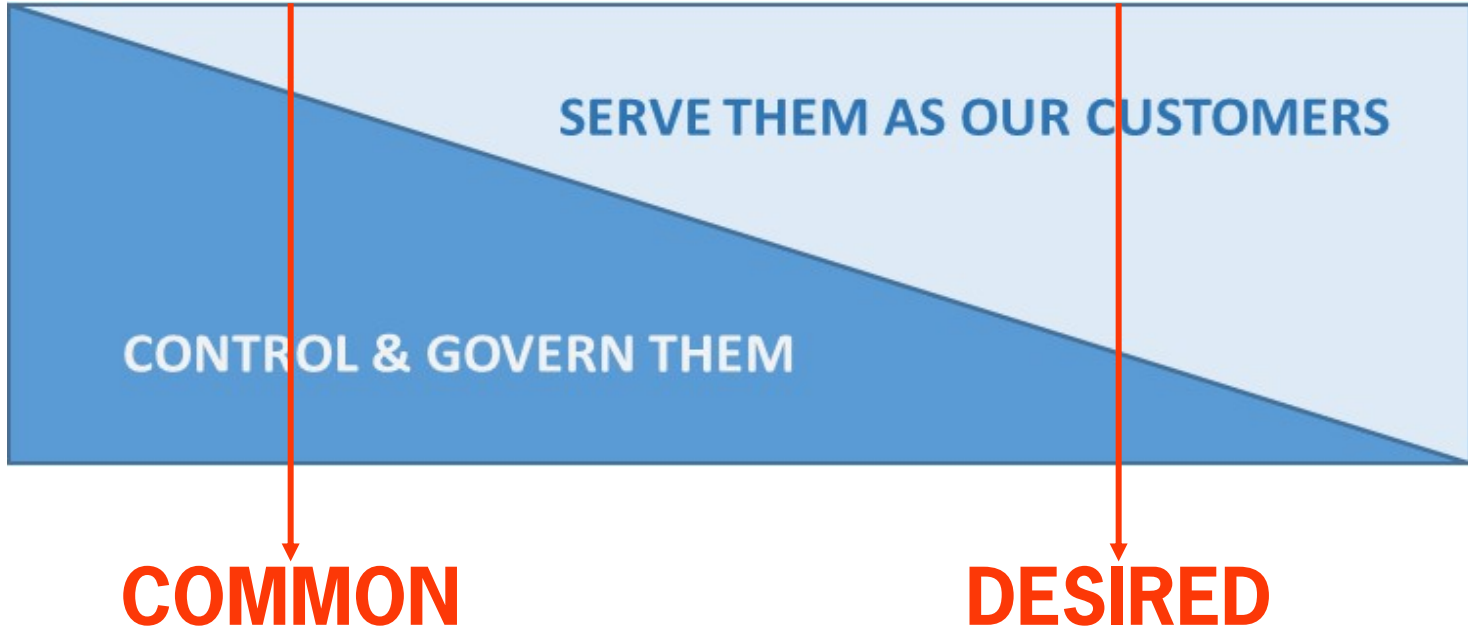
WE SERVE OUR DEPARTMENTS

“BUSINESS IS NEVER ONLY ABOUT DOLLARS AND CENTS. BUSINESS IS 100% ABOUT PEOPLE, RELATIONSHIPS AND THE INNER WORKINGS OF THEM.”

-MARCUS LEMONIS

THE PROFIT SEASON FINALE
TUESDAY 10P ET/PT 

1



WE CAN'T BECAUSE...



“We can’t expect our team to
serve our customers at a level
higher than we **serve** our team”

SERVE

2

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OPERATIONS

BUSINESS PROCESS & ANALYTICS TEAM



2 BUSINESS PROCESS & ANALYTICS TEAM

KEYS TO SUCCESS

Not Part of I.T.

Process B4 Solution

In-house Consultants

Blend Finance-Merchandising-Pricing-Replenishment



Central Team

If you don't know your numbers,
you don't know your business

3 FINANCIALLY SAVVY COMPANY

EDUCATE

3 FINANCIALLY SAVVY COMPANY

EDUCATE

HOW DO
WE MAKE
MONEY?

100,000	SALES
75,000	- COST OF GOODS
<hr/>	
25,000	= GROSS PROFIT
23,000	- OPERATING EXPENSE
<hr/>	
2,000	= NET PROFIT

HOW DO OUR
CUSTOMERS
MAKE MONEY?

HOW DO YOUR
SUPPLIERS
MAKE MONEY?

4 INVENTORY INVESTMENT STRATEGY

BREAKTHROUGH



4

SERVICE TEAMS



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OPERATIONS

WE SERVE OUR DEPARTMENTS

WE S... GENERATES REVENUE, ENDS

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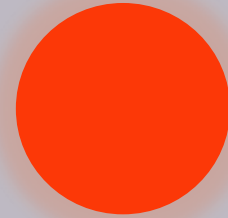
WE S... GENERATES REVENUE, ENDS

SELLING
GENERATES
REVENUE,
BUT
BUYING
RIGHT
GENERATES
PROFIT



from
the dark corner...

...to the center!



TEAM IDENTITY

5

SERVICE TEAMS



H.R. & TEAM DEVELOP

HIRING

TEAM DEVELOPMENT

HIRING &
DEVELOP

#TheProfit 101: BUILDING A STRONG TEAM



Hire the right people



Train them the minute they start



Give them the right tools



*Hold them accountable for
their performance*



Help them along the way

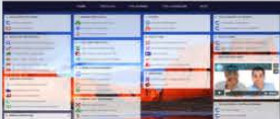
FOUNDATION ...

GOAL: UNRIVALED INVENTORY PERFORMANCE

TELL US ABOUT YOU
🔗 1

MINDING YOUR OWN BUSINESS - An Income Statement Intro
🔗 1

TALE OF 3 INVENTORY TYPES
🔗 1



YOUR PORTFOLIO PLATFORM
🔗 1

GOOD 2 GREAT PATH
☰

+ Add another card

PEOPLE & LEADERS ...

GOAL? BUSINESS IS ABOUT PEOPLE & RELATIONSHIPS


PEOPLE WHO NEED PEOPLE - DISC Know My Style
☰

DiSC - Adapting to Your World
☰ 🔗 5

THE 3 QUESTIONS!
☰ 🔗 1

STRENGTHS' BASED TEAMS
☰ 🔗 1

TALE OF TWO LEADERS
🔗 1



STAND UP & STAND OUT - Presenting
☰ 🔗 2

THE PEOPLE LUNCH - Small Group DiSC Idea Sharing
☰ 🔗 2

GET OUT!
🔗 1

THE CLASSROOM - People Courses for Your Team
☰

TEAM DEVELOPMENT STRATEGY
🔗 1

+ Add another card

INVENTORY & NUMBERS ...

GOAL: MASTERY OF INVENTORY CONCEPTS

THE CLASSROOM - System Training
☰

INVENTORY: FOUNDATIONS
🔗 1

INVENTORY: DEEP DIVE
☰ 🔗 1

INVENTORY: FINANCIAL VIEW
🔗 1

DAILY REPLENISHMENT - A DISCIPLINE
🔗 1

THE MGMT CLASSROOM
☰

FINANCE 101 FOR WHOLESALE & RETAIL
🔗 1

INVENTORY KEY FIELDS - Stock Status, Groups Codes & More
🔗 1

INVENTORY MASTERS QUIZ
🔗 1

+ Add another card

PERFORMANCE B.I. ...

GOAL: PIONEER BUSINESS DASHBOARDING

LEARN THE PORTFOLIO TOOL!
☰ 🔗 1

PERIOD END PROGRAM
🔗 1

IN PERIOD COACHING PLANS
🔗 2



THE JOURNEY - Plan Your Journey
☰ 🔗 1

THE JOURNEY - Your First 5 Steps
☰

MERCHANDISING TOOLS
☰

SITUATIONAL OPPORTUNITIES
☰

TOOL IDEAS
🔗 1

+ Add another card

CENTER - OUTREACH ...

GOAL: BECOME THE CENTER OF THE ORGANIZATION



CHAMPION POSITIONING
🔗 1

FROM DEFENSE TO OFFENSE
☰

10 KEYS TO THE CENTER
☰

+ Add another card

GAME PLAN ...

GOAL: BUILD YOUR 12 MONTH PLAN

GAME PLAN TEMPLATE
🔗 1

GAME PLAN - Summary Slides to Help
🔗 1

GOOD 2 GREAT TRELLO BOARD
☰

+ Add another card

CHAMPION'S CAMP

6

GET OUT!



LEARN FROM **OUTSIDE** YOUR INDUSTRY
HOST OTHER COMPANIES
SEEK COMPANIES BETTER THAN YOURS

6 GET OUT!

7

PEOPLE



7 PEOPLE

STRENGTHS BASED TEAMS



1

Can I
TRUST You?

2

Do You
CARE
About Me?

3

Are You
Committed to
EXCELLENCE?

8

THE 3 QUESTIONS

1

Can I **TRUST** You?

Do you have integrity?
Is your integrity consistent?
Are you genuine? Or Bigshot?
Do you lead by example?
...In a way that I can mimic?
Are you going to support me?
...even when I fail?
Are my concerns safe with you?
Do you take responsibility?
Do you admit to failures?
Are you classy???
Do you put family first?
...So that I can also?

2

Do You **CARE** About Me?

Do you know my goals / dreams?
Know my DISC style?
Know my strengths?
...Help me use strengths more?
Know my passions & hobbies?
Know my concerns?
Know my anxieties?
Know my history / family?
See when I need encouragement?
Do you care about our team?
Do you brag about us?
Do our needs come before yours?

3

Are You Committed to **EXCELLENCE?**

Do you put time in?
Do everything with Excellence?
Do you make sacrifices?
Do you learn from failures?
Are you still learning?
Do you represent us well at company meetings?
Are you innovative?
Do you applaud innovation?
Are you leading us from G to G?
Can we celebrate victories?
...If so they will happen more

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