



NED MA

115 Blue Jays Way, Unit 4906s
Toronto, ON M5V 0N4

905-470-7660

fashion_ned@hotmail.com

Leadership Addendum



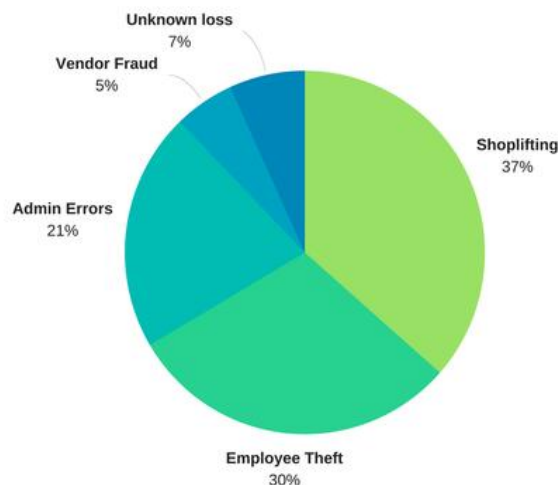
Using Statistical Analytics to combat retail shrink -

The problem: At my job at **Gap Canada Inc.**, I discover that there is absolutely no reporting in existence within the organization that monitors the retail shrink information. Shrink, the unaccounted for inventory or cash lost in the retail value chain, is among the key sore points in the retail industry. I feel that there is a growing need to utilize available data assets more effectively by building capabilities to more accurately report, analyze and predict shrink.

The actions: I suggest to my boss that we should start to monitor the shrinkage issue and identify the type of shrinkage reports require for this company. A strong foundation will include clean, consistent and complete data, from across the organization, such as transactional data related to inventory movement, financial data related to inventory management, master data associated with product, location, employees and loss prevention. KPIs can easily help identify the products, departments and stores that are causing more shrink than others. I develop KPI's to measure the performance against acceptable standards which include transaction voids, damage claims, unauthorized discounting, suspended transactions and price override.

In addition to these reports, I am generating exception reports to, monitoring exceptions and trends, such as the number of invoices from suppliers over time, unusual invoice number sequencing, and the amount of money spent for goods and services purchased from a particular vendor, to alert management when unusual items are being processed before the assets leave.

The results: At the beginning of the project, the shrinkage rate was at 5 1/2 – 6 % range. Since the implementation of the KPI reporting and monitoring process, the rate reduces to 2 – 3½% in 2 years and translate into more than \$2.5 million dollars in shrinkage reduction. By continuously monitoring for potential fraudulent activities, it will help the fraud management team to be proactive rather than reactive to reduce losses and improve margins.



Leadership Addendum



Using Statistical Analyticals to combat retail shrink (continue) -

Implementing the following preventive measures:

1. Implement a double-check system.
2. Utilizing an inventory management software to streamline inventory management processes and reduce the manual labour of handling and processing of stock.
3. Employee can't longer bring any form of bag to work at any time.
4. Expand the pre-employment background screen for hiring new employee which include criminal, credit, employment and reference checks.
5. Perform audits regularly and randomly going through the company's financials to identify discrepancies and suspicious behavior.
6. Set up in-store surveillance which consisting of CCTV cams, wired tags, sensormatic tags, etc. to ramp up security for stocks.
7. Train staff to follow security protocols and loss prevention practices. Staff should be well trained in loss prevention practices and be knowledgeable about suspicious behaviour in the Retail industry and have proper protocols regarding responding to and reporting any incidents.



Save time by working smarter, not harder

The problem: I find that some standard management reports at **Mac's Convenience Stores Inc. (Rebranded as Circle K in 2015)** contain the same information except the metrics that drive performance is different. The process of creating these reports was cumbersome and repetitive. There were 5 KPI reports to be completed every month and each report took 1 day to be completed.

The actions: Met with boss to communicate the change of the KPI reporting process which consists of mapping, analyzing, testing, redesigning, and implementation. By using the Cognos PowerPlay Excel add-in and the Macros features which allows me to automate the data extraction process from multiple locations and save it to spreadsheets or CSV file. To facilitate the consolidation report process, I identified Pivot Table and Merge Tables Wizard add-in is the best option for this project. It took three weeks to complete the project. Earned praise by managers throughout the department.

The results: Reducing 4 days of workload without compromising accuracy or quality.

Leadership Addendum



Successful completion of converting Manual Accounting to Computer Software

The problem: In the first two years at **Hakim Optical**, we were using the manual accounting systems. The problem with the system is time consuming and errors can be quite frequent in manual processes. In addition, there is a lack of security concern and not particularly suited to environments where there is a large volume of transactions. As a result, the company is always running one week behind in the accounting cycle.

The actions: In one of the financial review meeting, I proposed an idea to the President and the entire accounting team that it's time to switch to the computerized accounting system. To my surprise, there is no resistance to my proposition. So I began the lengthy research process which took two months to complete. After much debate back and forth for 6 weeks, we decided that Magstar Total Retail is the best system to fit our requirement and budget needs. It's voted number one in mid-size retail software solution. I was the Team Leader and worked with a team of 5 experts in the conversion process which start with entering all the appropriate data, run a series of financial reports, finalized data in the manual system, transferring balances to the new system, run parallel systems and discontinued the manual system. We determined that the company needed to start the new year on an accounting package that would be simple to use, easy to train the staff and President. I wrote comprehensive computer operations manual for the accounting system, allowing for systematic training of accounting personnel.



The Steps:

1. Research different software packages to determine which meets the business needs
2. Installing New Accounting Software (**Magstar Total Retail**)
3. Finalizing Data in the Manual System
4. Transfer Balances to the New Computerized System
5. Run Parallel Systems Testing
6. Discontinue Manual System

The results: Eliminated manual data entry, reduced errors by 50% and accelerated monthly closing cycle by 1 week.