

Perfecto

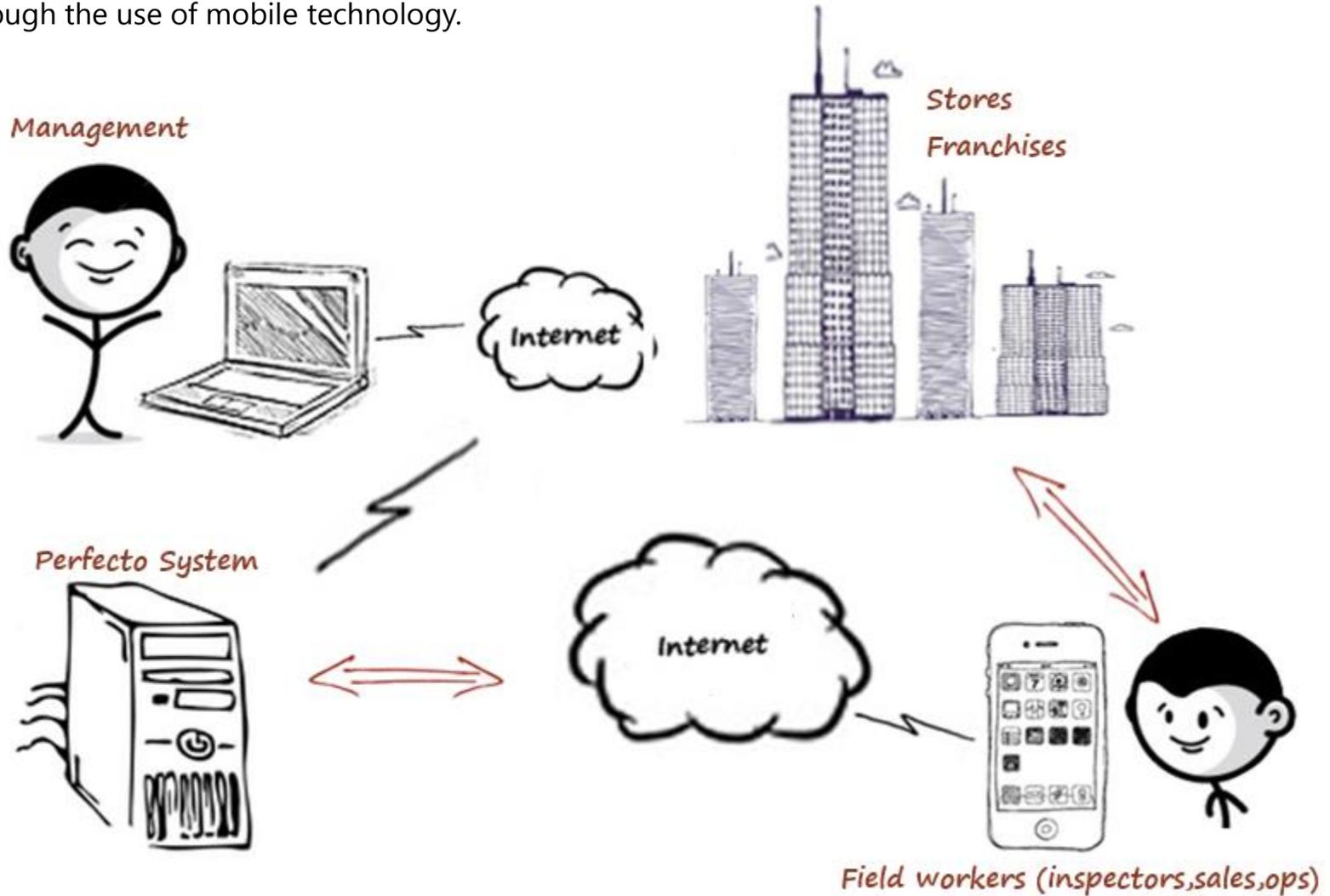


## Perfecto:

Ensuring your field staff do the right steps, at the right place, at the right time, with the right quality, to send back the right information, for you to make the right decisions

# Quality control at retail level

The ultimate success of your business is largely determined by the quality of your product at retail level, both in terms of appearance and performance. Often difficult to measure consistently, the Perfecto System facilitates accurate quality control through the use of mobile technology.



# Key performance indicators

In most companies the measurement of performance and quality is expressed on a scorecard.

If your organisation already has a well-tuned scorecard we can simply incorporate it into our system. If not, we can assist in designing one for you.

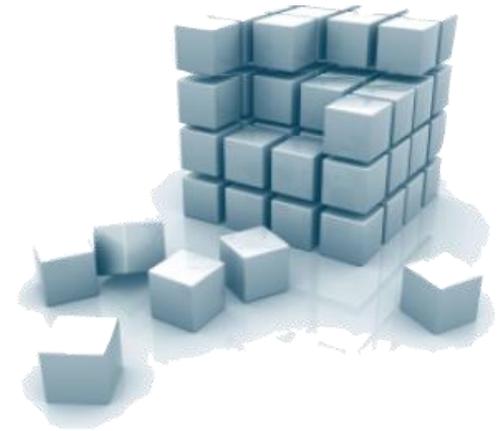


# Customisation

We understand that every business is different and your needs are very specific.

Our System is designed to mold around your unique business requirements and gives you the flexibility to change what is being measured in line with your strategic planning.

This ensures that we deliver not only a robust cutting edge system but also a solution that is customised to suit your needs.



# Sample scorecard

Together we can design a scorecard to ensure that your retail outlet inspections are efficient and gather the right information for accurate management reporting.

	Description	Max Rating	Achieved	Rating	Comment	Recommendation	Time Line
Sales Growth				35			
	Turnover growth %	20	12	10	Promotions were effective	More promotions	Ongoing
	Customer retention / Churn	10	8	4			Ongoing
	In-Store Marketing	10	4	4	Marketing material needs to be more visible	Move marketing boards closer to POS	27/08/2012
	Account renewals	5	12.5	1	Convince customers to upgrade in month 22	More cold calling	Ongoing
	New accounts - (High > 5%)	4	Yes	4			
	New accounts - (Medium > 50%)	4	Yes	4			
	New accounts - (Low > 45%)	2	No	2		Testing	
	Starter packs, Accessories, Additional Revenue Streams	5	4	4	Excellent this is increasing		
NPS	5	2	2	NPS sales is poor	Drive this more	25/09/2012	
Store Appearance Merchandising				19			
	Merchandising	10	8	8	Store brochures and flyers are displayed well	Need more cabinets	ASAP
	Planograms	5	3	3	Incorrect layout of items in display		25/08/2012
	Store Hygiene	5	4	4	Store is clean and tidy		Ongoing
	Store Maintenances	5	4	4	Stem lights at work stations are faulty	Change entire fitting	1 week
Training Staff Development				20			
	Training system - Staff Usage	5	4	4	Staff is using training system	Only two staff members received certificates	Ongoing
	Uniforms / Staff appearances	5	3	3	All staff in uniform except new staff, waiting for uniforms to be delivered.		30/08/2012
	Staff Competence	5	5	5	All staff knowledge up to standard and well spoken		

# Scorecard designer

Perfecto has a built-in online scorecard designer which allows you to add to or change the system in pace with changes to your business requirements.

Having planned and thought out the measurements and required photos, a scorecard can be created and implemented in under 15 minutes.

Similarly, modifications to existing scorecards can be made using the same designer and easy process.

		Choice	STORE HYGIENE	1	▲ ▼
		Picture	STORE HYGIENE	0	▲ ▼
		Choice	CSI GREATER THAN 8	1	▲ ▼
		Choice	PAPERLESS GREATER THAN 80%	1	▲ ▼
		Choice	COMFORTABLE TEMPARATURE	1	▲ ▼
		Choice	STAFF TRAINING GREATER THAN 90%	1	▲ ▼
		Choice	UNIFORMS 100% ( NEAT AND TIDY )	1	▲ ▼
		Picture	UNIFORMS 100% ( NEAT AND TIDY )	0	▲ ▼
		Choice	STAFF KNOWLEDGE BUSINESS COMMUNICATION	1	▲ ▼
		Choice	STAFF ACCESSORIES AND VAS COMPETENCE	1	▲ ▼
				20	

Add new measurement of type

# Checklists

Launching a new outlet!

Create as many checklists as required to make sure all bases have been covered before the opening of a new outlet.

Checklists would cover all aspects of a new outlet such as IT systems, signage, equipment, décor, training, etc.

Standardise and re-use the same checklists for each new outlet.

A checklist is simply a scorecard with all the measurements having a maximum score of 1.

Add photo measurements to capture look and feel or as evidence of completed steps.

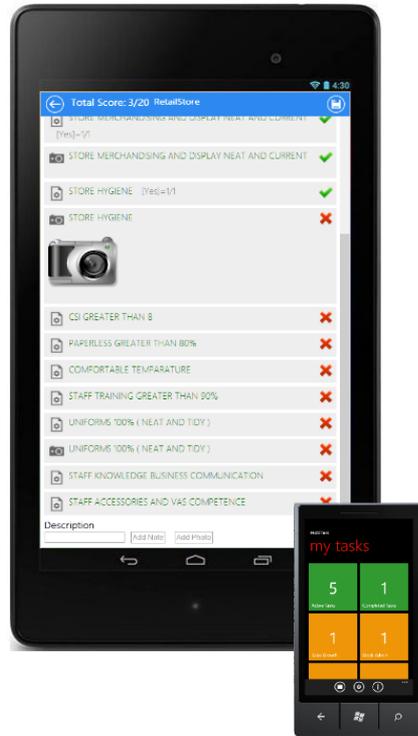


# Mobile workers

By enabling your retail inspectors with smartphones or tablets, it allows them to gather and input the measurements required by your scorecard.

These would include:

- Ratings
- Choices
- Photographs
- Comments
- Recommendations
- Time lines
- Fields
- Geo-Locations
- Signatures



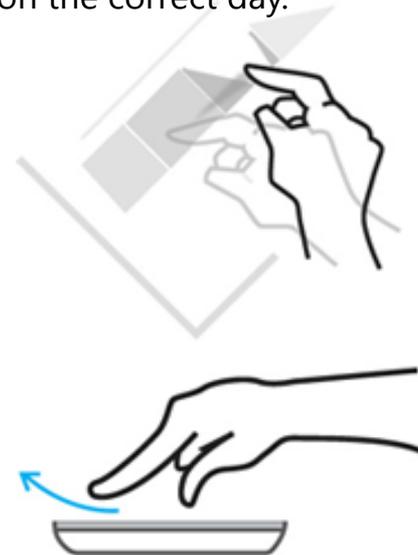
MobiTask promotes a paper free office.

# Increased productivity

Not only does Perfecto facilitate more accurate quality control, the application also improves the productivity of your inspectors. It informs them of what outlets are due for a visit and what needs to be done when they get there.

Information is then captured directly onto the mobile device and sent to the management server in real time, for viewing by management, analysis and creation of the scorecard.

Outlet visit schedules are setup on the system and once done, visits are automatically assigned to inspectors via the scheduler on the correct day.



# Real time results

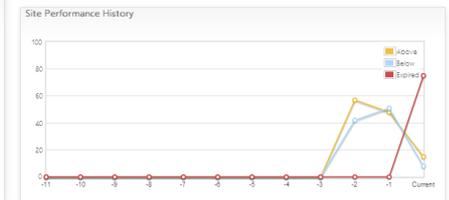
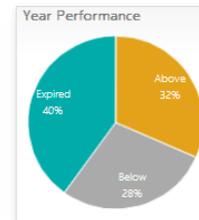
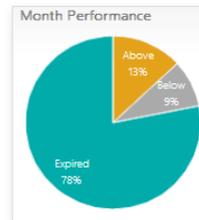
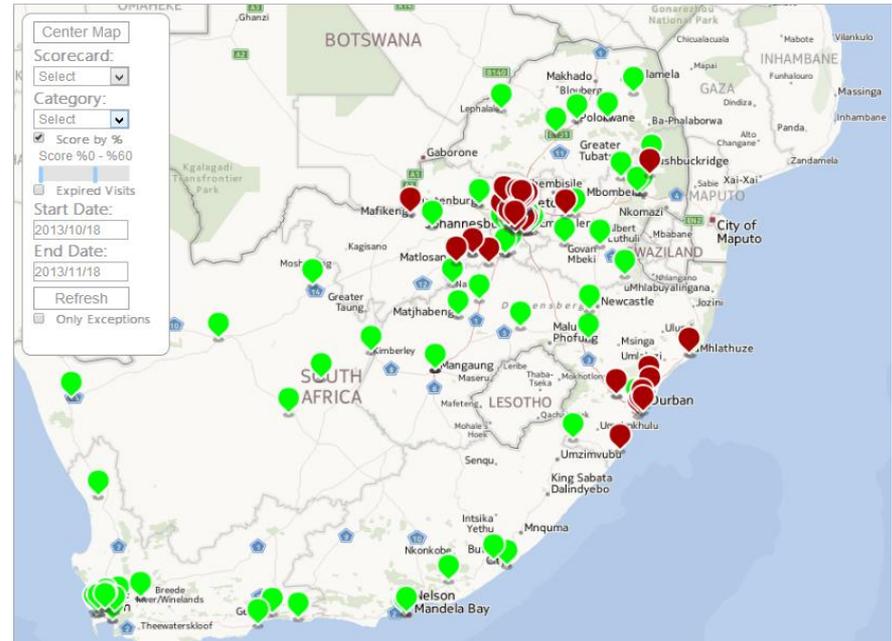
Measurements are sent to the management system from mobile devices, as scorecards are completed.

Scorecards are viewable in real time, as well as the photographs taken at the outlets, giving managers unprecedented visibility and quality control.



# Management dashboards

Get a bird's eye view of all your outlets and the status of inspections. See top and bottom performers, missed visits and below threshold scores. Then drill-down for more detail.



# Meeting minutes

Besides collecting information to compile scorecards, the system allows one to enter unlimited notes and extra photos during the visits.

This allows for an historic audit trail of meetings thereby proving “minutes of the meeting” for each visit.

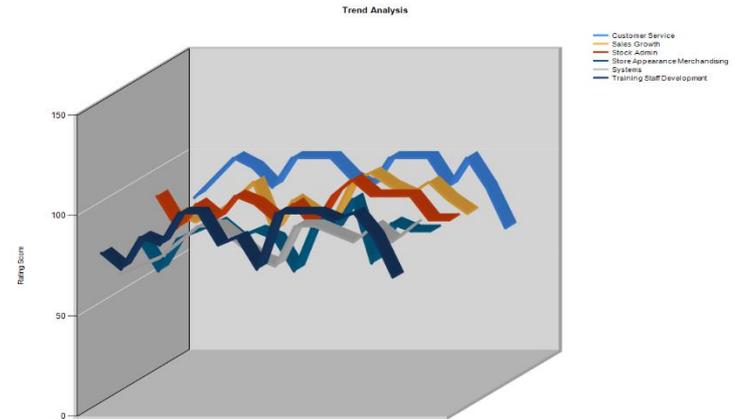
This is useful for recording discussions relating to outlet promotions and other important topics.

Historical records can be used for training or during any dispute resolution with the outlet.



# Reporting

Perfecto stores every piece of information that is retrieved while your outlet inspection team is out on the road. The system has a number of standard reports which help you identify trends over time relating to your scorecard measurements.



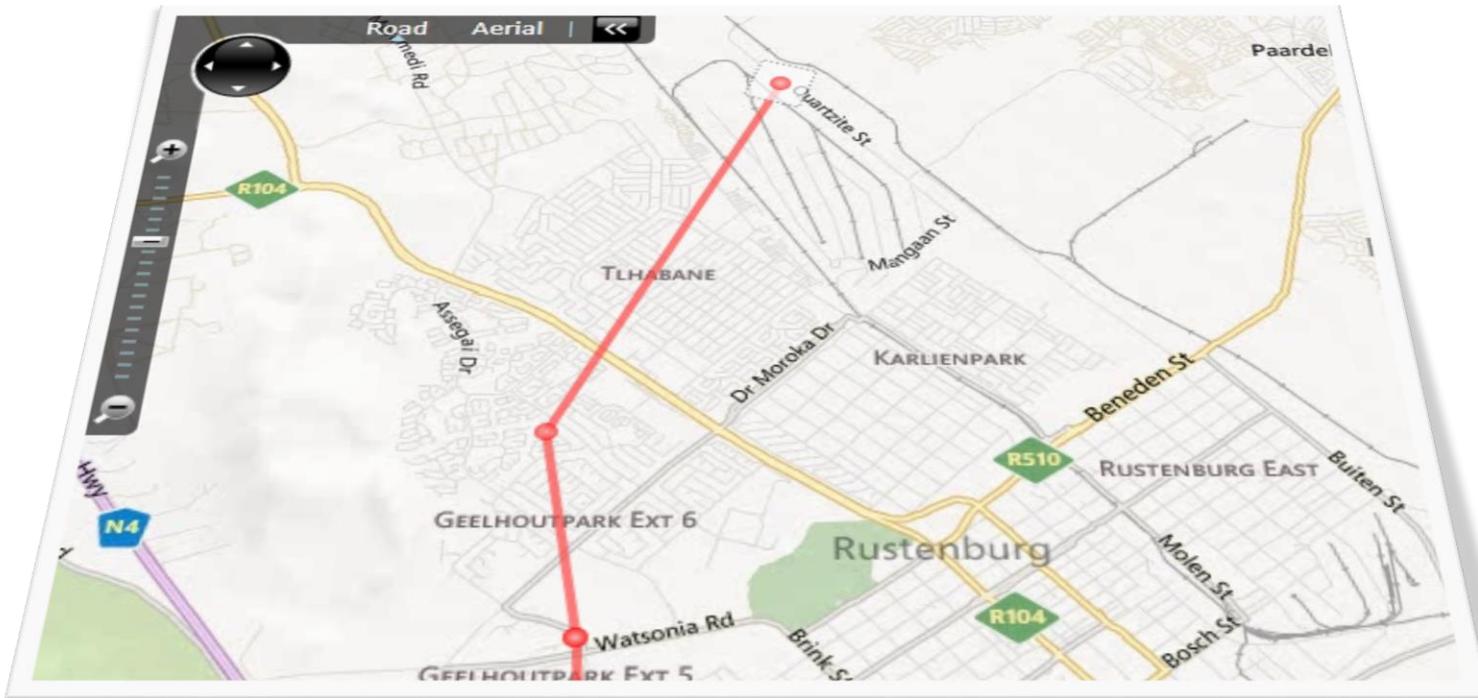
Burst Reports can be automatically delivered to management when a critical measurement falls below a threshold value. This reduces the monitoring required and allows you to manage through exception.

We realise that you might want to analyse the data collected in different ways and for this reason we supply you with complete data extracts that can be imported into any 3rd party reporting software or data warehouse.

# GPS tracking

Our GPS dashboard plots all inspection activity on a map. It shows each inspector and their visits over time.

This facility makes it extremely easy to monitor and manage inspection teams remotely.



# Contact details

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