

Renovation project for tommy hilfiger commerce



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- Decision

The undermentioned proposal, authorized on January 25, 2010, is about the current jobs with the backroom environment at Tommy Hilfiger # 7866 (TH # 7866) . Aside from analysing these issues, this proposal aims to analyze how a redevelopment undertaking is the ideal solution. The research grounds that supports my recommendations includes a reappraisal of employees ' sentiments toward the workplace environment, face-to-face interviews, every bit good as on-site observations. This proposal shows that immediate action must be taken in order to supply a better workplace for TH # 7866 employees.

There is an pressing demand for TH # 7866 to implement a redevelopment undertaking aiming the interruption country and the stock list storage room. This demand is indicated by (1) wellness and safety issues, (2) low employee morale, and (3) inefficient stock list direction. The recommendations provided in the proposal are executable and specific tactics that TH # 7866 should see in order to decide the current issues and to forestall future jobs.

I hope this proposal provides a thorough appraisal of the jobs TH # 7866 is confronting and a clear account of how they can be resolved with my recommendations. I would be more than happy to discourse with you further the inside informations sing this proposal. You can make me at 604-726-1838 or by electronic mail at & It ; janice_chow @ hotmail. com & gt ; . I look frontward to talking with you.

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Executive Summary

Low employee morale and inefficient stock list direction, combined with recent finds of insecure and insanitary state of affairs, have led to this reappraisal of the workplace environment at Tommy Hilfiger Store # 7866 (TH # 7866). The intents of this proposal are to (1) buttocks current issues that have arisen as a consequence of the backroom environment, and (2) examine redevelopment as a solution to these jobs.

Findings have shown that employees at TH # 7866 are concerned with the break country cleanliness and storage room organisation. Most employees on a regular basis use the interruption country and the stock list storage room, but have been plagued with concerns about wellness and safety,

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disgust with the insanitary milieus and defeat at the inefficient organisation of stock list. In general, the staff squad is unsated with the backroom environment and strongly agrees that there is much room for betterment. A small-scale redevelopment undertaking designed to revamp the backroom is the best solution to extinguish concerns sing employee satisfaction, wellness and safety, stock list direction, and company image.

The followers are recommendations that TH # 7866 can see:

Renovation of the stock list storage room

Increase figure of postponing units

Rearrange postponing units to increase aisle infinite

Attach skiding ladders to each postponing unit

Renovation of the break country and washroom

Repaint walls and fixtures

Increase siting infinite

Replace old contraptions

Increase storage infinite

Contact pest control

If the current jobs at TH # 7866 are left ignored, they may intensify in badness. Hence, it is important for redevelopment and reorganisation to be

implemented at TH # 7866 in order for it to stay a reputable manner retail merchant.

Introduction

Employee morale and efficient direction of stock list are cardinal ends that each retail concern should endeavor to accomplish. Often, nevertheless, retail merchants may be excessively obscured by short-run profitableness to turn to these cardinal issues. Overlooking employee morale and stock list direction may take to disgruntled employees and otiose resources, finally interpreting into serious hindrances in long-run profitableness.

At Tommy Hilfiger Store # 7866, low employee morale and inefficient organisation of stock list have been debatable issues for several months. Improvements in employee morale and direction of stock list at Tommy Hilfiger Store # 7866 can be achieved through a shop redevelopment undertaking, concentrating peculiarly on the backroom. A renovated backroom can increase the utile capacity of the shop, gross revenues staff productiveness, and employee comfort and safety.

Purpose of the Proposal

Tommy Hilfiger is an international premium manner icon whose growing can be attributed to its committedness and dedication to its employees.

Particularly at Tommy Hilfiger Store # 7866 (TH # 7866) , which is positioned at the busy Richmond Centre promenade, the shop ' s success is in big portion due to a strong and enthusiastic squad of staff. Presently, the direction and staff at TH # 7866 are working towards transforming this location into a flagship shop. As a flagship shop with larger retail infinite and

more ware volume, TH # 7866 will go the preferable shopping finish for mainstream clients in the Vancouver Lower Mainland country. Therefore, jobs with the workplace environment at TH # 7866 may present as important hinderances in the shop ' s chase of flagship position.

TH # 7866 ' s ignored workplace environment is one of the beginnings of low employee morale and hapless stock list direction. Several ailments have arisen amongst the employees, peculiarly refering the cleanliness of the break country and efficiency of the backroom. For illustration, one extreme instance occurred late where a mouse was discovered creeping through the backroom, peculiarly near to the country where employees usually spend their repast interruptions. Furthermore, employees are frequently found prosecuting in unsafe Acts of the Apostless of mounting the shelves in the backroom to acquire hard-to-reach vesture for clients as the usage of ladders is hard in such limited infinite.

The intents of this proposal are to:

Report bing jobs with employee morale and stock list direction

State how these issues may be of important impact to the company

Make direction aware of the staff ' s concern about the workplace environment

Examine redevelopment as a solution for betterment

Recommendations for bettering the workplace environment at TH # 7866 will be based on the findings of this proposal.

Scope of the Proposal

The proposal focuses on the followers:

Current jobs with the backroom at TH # 7866

Employees ' response towards their workplace environment

Effectss of restituting and reorganising the backroom

The survey does non include elaborate cost analysis, as it is hard to obtain the relevant figures to cipher predicted costs and grosss from commercial redevelopment undertakings due to variableness and confidentiality. Further, the informations collected from employees through interviews may be capable to colored coverage due to fear of non-anonymity.

Beginnings and Materials

The appraisal includes:

A study conducted anonymously with participants from TH # 7866

Two short interviews carried out employees from TH # 7866

A digest of direct observations of the backroom environment at TH # 7866

appraisal of jobs at th # 7866

The findings of this proposal will be presented in two classs: (1) interrupt country cleanliness, and (2) storage room organisation.

Break Area Cleanliness

Leftover Food

While the break country is designed to be a infinite for employees to loosen up during their repast interruptions, the cleanliness and sanitation jobs in this country have made it an uncomfortable environment to be in. Since the interruption country is a really little infinite shared by around 35 employees, it is non uncommon to happen used plastic bags, utensils and containers left lying on the counter. This may be due to inadequate infinite in the communal icebox, the postponing units, and the cabinets, coupled with a deficiency of pride of ownership of this shared infinite. Leftover nutrient garbages and crumbs can often be found on the counter, in the microwave, or on the floor, while the refuse tins are invariably overrunning. All of this foulness has besides caused nauseous smells, lending to an overall unpleasant experience in the break country.

Unsanitary Public toilet

The public toilet at TH # 7866 is ever untidy and malodourous throughout the twenty-four hours. Public toilets are a major genteelness land for bacteriums, and many people try to maintain contact with the lavatory and the sink to a lower limit by stooping and utilizing more paper towels to touch the flower grip and the spigots. Consequently, the lavatory becomes highly soiled, paper towels are littered on the floor, and soap solution is smeared all over the sink.

To do affairs worse, the function of janitor is left as each employee ' s personal duty. Without supplying clear inducements or doing it portion of their occupation descriptions, employees have small motive to take the <https://assignbuster.com/renovation-project-for-tommy-hilfiger-commerce/>

abhorrent undertakings of washroom cleansing and interrupt country care into their ain custodies.

Presence of mice

Finally, the insanitary interruption country has besides attracted some unwanted invitees - mice. In a bulletin posted by the U. S. General Services Administration, the Integrated Pest Management plan found that " mice can potentially pollute nutrient or surfaces with Salmonella bacteriums " , and that " the primary harm caused by mice in most public edifices is break of operations " (U. S. GSA, 2002) . Since the sighting of a mouse at TH # 7866, employees have expressed their concern for interruption country cleanliness and the demand for professional janitorial services.

Storeroom Organization

Storeroom Layout

The storage room houses all overstocked stock list, organized into five aisles of tightly arranged, movable postponing units. Though this apparatus increases TH # 7866 ' s storage capacity, it does non let for employees ' easy entree to the stock list or adequate walk-to infinite. In a warehouse design and layout guide published by The Sims Consulting Group, it was found that a storage room design that balances infinite use and picking (choosing stock list for the gross revenues floor) is the most ideal (Phillips, 2009) . Therefore, it is clear that such a high-density layout does non maximise efficiency for employees to pick and travel stock list from the backroom onto the gross revenues floor. This causes employees to either forgo gross revenues chances due to unavailability of overstocked stock list,

or to take cutoffs in getting stock list rapidly, such as overreaching or mounting postponing units.

Working at Height

In his article titled “ Heightened Safety ” , Roderick Dymott introduces the thought that those who work at height frequently assume their competency and experience that they are working safely ; nevertheless, accident statistics clearly prove this belief to be incorrect (Dymott, 2009) . In fact, it has been found that the most common causes for falls include those where the single overreaches, faux pass from a ladder, the ladder wobbles or the ladder interruptions (HSE, 2009) . At TH # 7866, the infinite between two postponing units is so narrow that employees frequently must pass several proceedings simply seeking to set the ladder in a safe place. Even when it is decently set up, the ladder may still non be of sufficient tallness for the employee to make merchandises on the topmost shelves.

Inventory Cargos

Aside from bing stock list, hebdomadal cargos of new stock list are dropped off at the storage room every bit good. These cargos have reached sums of over 90 boxes at a clip, ensuing in boxes being stacked up in perilously high hemorrhoids. Furthermore, walking infinites in the backroom become so narrow that workers must skid sideways to acquire past the jeopardies.

Employees have reported high degrees of irritation and defeat at this stock list organisation, non to advert general concern about wellness and safety in their workplace environment. For the direction squad, an inefficient system

of stock list may interpret into otiose clip and attempt that could be spent on client service.

ResponseS to Workplace Environment

In order to roll up informations on the attitudes of the workers at TH # 7866 towards their workplace environment, I have conducted an anon. study and two short face-to-face interviews.

Survey Results

To obtain the sentiments of my fellow coworkers, I developed a three-page study (Appendix A) and distributed transcripts of them randomly to a sample of 20 employees at the shop. The studies were completed anonymously, and most workers were enthusiastic about being able to supply feedback. The study is composed of inquiries designed to measure employees ' attitudes towards different facets of TH # 7866 ' s working environment, their wons for cleanliness and sanitation at work, and their frequence of utilizing the break country and the stock list storage room. The consequences are included in Appendix B.

The random sample consists of a relative figure of persons in each employment place (see Figure 1) , therefore it is representative of all employees at TH # 7866.

Figure 1: Dislocation of employment places within sample

Beginning: From an anon. employee study

Upon analysis of the study informations, I have discovered the undermentioned cardinal findings:

45 % of employees spend about 2 hours in the break country per hebdomad. On norm, each employee spends about 2. 4 hours in the break country per hebdomad. Since TH # 7866 employs 35 staff members, this is tantamount to a sum of 84 hours spent in the break country per hebdomad. Given such a big sum of clip spent in the break country, it is obvious that this country is an of import portion of the workplace.

50 % of the respondents reported that they use the washroom about 3-4 times each hebdomad. Again, this washroom is shared by 35 staff members. Clearly, washroom cleanliness and sanitation criterions are really hard to keep.

80 % of the workers surveyed bring nutrient from place to work at least one time per hebdomad. Most of the clip, they must use the icebox and the microwave to shop and heat their nutrient. This amounts to highly high use for the kitchen contraptions. Though 90 % of the sample either agreed or strongly agreed that they clean up after themselves after eating at work, it is obvious from the observed nutrient waste left on the counter that this is may non be wholly true.

The employees ' satisfaction with the adequateness of contraptions, personal storage infinite, and siting infinite was by and large low. 60 % of the sample disagreed that siting infinite was equal, while 50 % disagreed that contraptions were equal, and 40 % disagreed that personal storage infinite is equal. For each of the above state of affairss, a few employees chose " Strongly Disagree " , while no employee selected " Strongly Agree " . In fact, 65 % of the sample disagreed with the statement that the break country was

a comfy topographic point to be in, clearly bespeaking an pressing demand for betterment of the break country.

With respects to stock list storage room use, 70 % of the sample reported utilizing the storage room 9 or more times per hebdomad. However, merely 1 out of the 20 surveyed employees reported utilizing the ladder 9 or more times per hebdomad. In fact, 85 % of employees use the ladder 4 times or less, bespeaking that working at tallness without a ladder is a outstanding job.

In add-on, bulk of the surveyed employees do non hold that the stock list storage room has an efficient layout or equal storage or walking infinite. 40 % besides reported that the shelving is non easy to utilize, and 60 % reported that the stock list is non easy to entree.

Overall, though most employees surveyed (70 %) agreed that they felt safe at work, 40 % admitted that they were unsatisfied with the backroom at TH # 7855 (see Figure 2) . Indeed, 11 out of 20 people strongly agreed that the backroom could be improved, and the same figure of people agreed that better workplace comfort and safety could better their work public presentation (see Figure 3) .

Figure 2: Consequences on employees ‘ satisfaction with the TH # 7866 backroom

Beginning: From an anon. employee study

Figure 3: Employees ‘ understanding to the statement:

“ Workplace comfort and safety can impact my work public presentation ”

Beginning: From an anon. employee study

Interview on Inventory Management

In add-on to the employee study, a brief interview was carried out with a parttime stock room staff member at TH # 7866. Since this employee spends most of his displacements covering with merchandises in the stock room, he was able to supply valuable penetration about the shop ‘ s stock list direction system. For illustration, he indicated that in order to treat the stock list at a fast gait, it is more convenient to make the higher shelves by mounting instead than utilizing the ladders. Further, he reported that the design of the postponing units does non let a batch of room to place the ladders safely. During periods of clip with big cargos, he reported that “ there are so many boxes that even [his] working country becomes overcrowded with stock list ” , restricting his efficiency greatly.

Interview on Break Area Maintenance

Another interview was conducted with a full-time gross revenues associate every bit good. As a frequent user of the break country and contraptions, she stated that “ the counters and floor are so mussy and soil all the clip ” . She pointed out that since the mouse sighting in the backroom, she has felt so uncomfortable being in the backroom of TH # 7866 that she would instead eat her tiffin and utilize the washrooms at the promenade nutrient tribunal. When asked how the break country could be improved, she suggested that possibly more regular cleansing processs should be implemented ; every bit

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good more shelving, single cabinets, and newer contraptions should be added.

Based on the above consequences, it is undeniable that betterments to workplace comfort and safety at TH # 7866 will hike the staff squad ' s public presentation and satisfaction degrees, taking to higher employee morale, more efficient direction of stock list, and finally increased profitableness for the concern.

Effectss of The RENOVATION Project

A clean, comfy and safe backroom can supply a strong foundation for high employee morale and high stock list efficiency which can give a assortment of positive effects.

Health & A ; Safety

With the recent instances of diseases and a turning wellness fad, wellness is one of the biggest concerns for the on the job category worldwide. In an article from Entrepreneurs. com, the writer references that with better workplace sanitation and cleanliness, “ employees and employers could potentially cut absenteeism in half ” (Edelhauser, 2007) . Harmonizing to the Canada Labour Code, “ all Canadians are entitled to work in a healthy and safe environment, yet every twelvemonth work-related hurts and diseases cause about 1, 000 deceases in companies and organisations under federal or provincial legal power ” (Canada Labour Code, 2010) . Proper wellness and safety step are non difficult to implement and will assist TH # 7866 prevent dearly-won cases and damaged repute.

Inventory Management

Harmonizing to Graham Burgess, a supply concatenation logistics expert, an ideal warehouse layout can give betterments to higher stock list turnover, reduced operational running costs, increased worker productiveness and better workplace safety (Burgess, 2003) . With a more efficient stock list direction system, stockroom staff can treat stock list quicker, gross revenues associates can happen requested vesture more easy, and clients can acquire their merchandises faster. This amounts to more net income for the company in a shorter period of clip.

Employee Satisfaction & A ; Company Image

Muhad Ali references in his article that “ a dirty and ugly workplace will cut down overall morale and increase turnover of employees ” (Ali, 2007) . With a comfy and appealing working environment, employees will take more pride in their workplace. High employee satisfaction is reflected in better client service and higher gross revenues net incomes. High employee turnover is dearly-won since TH # 7866 will incur increased hiring costs and face increased hazard of losing valuable senior employees. Having a satisfied, strong squad of staff can assist Tommy Hilfiger boost its company image and stay competitory with other manner retail merchants.

Recommendation

Despite the fact that commercial redevelopment is a significant capital investing for a forte shop such as TH # 7866, all the benefits derived from the redevelopment undertaking can ensue in higher profitableness for the company. Besides, given that Tommy Hilfiger is a high-end manner retail merchant with elevated monetary values and net income borders, the cost of

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a small-scale redevelopment undertaking limited to merely the backroom is within the company ' s fiscal agencies. In fact, such a simple redevelopment undertaking can be completed with a little budget, a flexible agenda and minimum break to day-to-day operations.

A commercial redevelopment can be a rewarding and profitable experience if the of import determinations are made before the redevelopment begins. I propose that at lower limit, the undermentioned alterations should be made to TH # 7866 ' s backroom:

Inventory Storeroom

Increase measure of postponing units

Rearrange postponing units to infinite them further apart

Kind and label all shelves and aisles

Store cargo boxes behind the postponing units instead than in the aisles

Attach skidding ladders to each postponing unit

Break Area & A ; Washroom

Repaint to increase aesthetics of this country

Increase seating in the break country with cushioned seats

Add more shelves above the kitchen counter

Replace old, soiled kitchen contraptions with new 1s

Purchase cleansing supplies

Replace big cabinets with more space-efficient, smaller cabinets

Assign each employee to a cabinet

Contact pest control services

Contact floor cleaners and janitors

Decision

The workplace environment has been less than ideal at Tommy Hilfiger Store # 7866. Many issues with cleanliness, comfort and safety have impacted the staff squad negatively for the past several months. The company ' s investing in a backroom redevelopment undertaking is the best solution to this job. Revamping the backroom is a simple undertaking, yet it is a move that will significantly better employees ' satisfaction, wellness and safety, and efficiency of the stock list system every bit good. In add-on, the current schemes to keep the backroom at TH # 7866 are clearly ineffective and short-run. By put to deathing a redevelopment, TH # 7866 can concentrate its concern scheme in the long-term and go on to construct strong relationships with its employees and its clients.

This proposal has presented grounds of the enormous effects the workplace environment can hold on a company and its employees. A revamped workplace can ensue in:

Better physical wellness

Fewer safety jeopardies

Higher stock list turnover

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Greater occupation satisfaction

Increased employee efficiency

Lower employee turnover rate

Better company image

Increased company profitability

In decision, an immediate betterment of the workplace environment is critical at Tommy Hilfiger Store # 7866. If the current workplace issues are non resolved instantly, they will roll up into more terrible jobs. With a simple redevelopment undertaking and proper care process in topographic point, I believe that TH # 7866 will successfully go a reputable, iconic flagship shop in the close hereafter.