

Turn the Papers on Your Desk Into \$\$\$!

I know you would **love** to hear about how great Quantum Services is, but let's talk about something really important, *your* business and *your* time.

Impact your
business
NOW -
Rid your
desk of
unnecessary
paperwork.

I'm sure you are familiar with the phrase "too much time & not enough paperwork!" **WHAT?** You have *less time* than you did last week, month, or year and ten times *more paperwork* to wade through.

Let's discuss how you can get a serious handle on issues that impact your business at all levels in the time it might take you to crumple this overview and throw it in the trash!

We help you boil down all the other stuff you see. You get too much info today and boiling it down is of value to you, but it takes unique knowledge to do so. Less is more (*unless you are talking about profits*).



1. I'm just getting audit results, that's all I care about?

While audit results may be important, they are just one tool to help evaluate the overall health/performance of your stores.

2. I'm getting "surveys" done on my stores, but I don't have time to review them.

With QS you can get a customized one-two page overview of all your locations critical measurements that is concise and is designed for you to take action!

- righting a wrong
- continuous improvement
- fresh thinking
- best practices

3. I think my stores are performing at their highest level and there is no room for improvement!

Even world class athlete's get a checkup, shouldn't your organization?

Quantum Services

Executive Summary

Spot Observations

Audits December 1-15

Trends:
1 - Cigarette counts were available for comparison in 95% of locations.
2 - Cigarettes were secured in 87% of locations.
3 - Gas customers were greeted at the pumps in 65% of locations.

\$101,300 in outdated/damaged product identified during this period.

Division	Store #	Date	Comments
07	32275	07-Dec-04	Gas microphone not in use
	32287	13-Dec-04	\$1376.42 damaged/outdated cigarettes
	32347	09-Dec-04	Roof leaking in store over fast food area. \$2149.53, damaged/outdated cigarettes. All areas organized with full cases on bottom and partials on top
	32348	01-Dec-04	\$1001.18 damaged cigarettes
	32351	14-Dec-04	\$766.38 in outdated cigarettes
	32357	14-Dec-04	\$12,284.44 in outdated and damaged cigarettes.
	32403	15-Dec-04	Recounted beer and soda nothing found both short and merch short 3100.00-all locations match.
	32424	13-Dec-04	Cooler items not priced
	32446	01-Dec-04	Cigarette count has not been done in a week
	32450	14-Dec-04	Cigarettes not secured
	32455	08-Dec-04	\$2242.22 in damaged/outdated cigarettes. Have not received Hudson direct credits in a ug, oct, nov
	32460	02-Dec-04	some beer not priced - some priced incorrectly
32461	02-Dec-04	\$4891.68 damaged/outdated cigarettes. Identified a man illegally dumping garbage in store's dumpster and gave license plate to manager	
32465	02-Dec-04	\$657.18 damaged/outdated cigarettes	
82	32341	10-Dec-04	\$1743.26 damaged/outdated cigarettes, \$248 pop on
	32397	09-Dec-04	Customers not greeted at pumps
	32498	15-Dec-04	
93	38257	03-Dec-04	Store can use organization of storage areas
			Recounted several sections - no change
			Recounted low price cigarettes
94	38277	10-Dec-04	Sales person behind counter would not help older customer at pump, could not go outside
	38353	03-Dec-04	Hot dog grill being repaired 1 premium pump handle out of service
			\$321.41 in damaged cigarettes, \$121.28 old stock
211	21209	10-Dec-04	Outdated cigarettes \$442.44, found \$300 in lighters hidden in back room, McLane rep was supposed to take back
	09235	02-Dec-04	Restrooms out of service
	09403	15-Dec-04	Ice door not working ice melting

Quantum Services

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Spot Observations

Audits August - November

Trends:
 1 - 76% of audits met company
 2 - That is a 21% decline from

Division	Store #	Date
08	705	29-Sep-04
	721	19-Aug-04
	725	12-Aug-04
55	102	17-Sep-04
	104	05-Nov-04
	106	13-Aug-04
	107	06-Nov-04
	110	06-Aug-04
	111	09-Sep-04
	117	26-Aug-04
	118	03-Aug-04
	119	02-Nov-04
	121	03-Sep-04
72	124	06-Oct-04
	127	06-Jul-04
	133	10-Aug-04
	201	04-Oct-04
	205	03-Nov-04
	206	13-Oct-04
	207	01-Nov-04
	208	03-Nov-04
	425	17-Sep-04
	480	09-Sep-04
501	02-Nov-04	
	05-Nov-04	

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Spot Observations

Audits December 1-31

Recognition - Quantum Audit Supervisors provided the following recognition.
We appreciate the hard work by store personnel. Please pass along our thanks for a job well done.

Division	Store #	Date	Comments
10	32347	09-Dec-04	Good job on working out that oki candy! Great job on suggestive selling
	32455	08-Dec-04	
12	2264	23-Dec-04	store clean, organized and very helpful with the customers. Manager and field rep very helpful with customers and with us.
	32329	29-Dec-04	
14	36285	29-Dec-04	Everything in store was priced, first store in a very long time that I have seen. Walkin very neat, visible. This store is more organized than ever before. Manager has done a good job of cleaning it up.
	38307	30-Dec-04	
	38421	10-Dec-04	
22	09276	27-Dec-04	cooler very well organized, all counts up to date are/were all questions. They both have organized this store so well since the last count. Not enough can be said about that. The cooler looks great!!! Store looks good. Manager always has accurate counts on beer, cig, soda and lottery. Thank you to the manager for his help in the cooler audits (superiors from C Harleston)
	09361	14-Dec-04	
	40208	10-Dec-04	
	40234	10-Dec-04	
45	40238	20-Dec-04	thank for well kept store nice and organized and nice priced. manager Danny and employees have done a great job of getting store in order. Backroom is very organized and all boxes of retail have retail written on them so easy to identify. Pete always prepared for audit as usual. difficult in the store. Tammy has the largest inventory in my division and always keeps it as organized as possible. store well prepared and organized for audit
	40261	17-Dec-04	
	40374	09-Dec-04	
	09251	14-Dec-04	
09277	27-Dec-04		
09347	29-Dec-04		
09398	23-Dec-04		
09472	16-Dec-04		
09473	13-Dec-04		
09574	08-Dec-04		

4. How do you get that information?

In order to get information that is valuable and will lead to something getting done vs. added to someone's list you need people who are experienced in the convenience store business.

Anyone can go in and "fill" out a "survey" on your store about how clean it is and how everything is priced correctly. But how many people can diagnose/ identify all the critical things that are important to measure that impacts your profits, performance, and competitiveness and give you trends, analysis, and action oriented items/results for all your locations on one sheet of paper?? Whether you have 50 stores or 5000, it makes no difference, QS will provide you with information you can use on a consistent, effective, and efficient basis!



Executive Summary
Spot Observations

Audits December 1-31

Trends:

- 1 - The zone count process for cigarette comparison was completed in 88% of locations.
- 2 - There were delays caused by price file not being available at the site, extract files missing or file did not come back after upload in 48% of audits.
- 3 - Help to organize the store was available in 92% of locations.

Division	Store #	Date	Comments
17	38201	16-Dec-04	1/2 hour for audit file to come back. Raquel is very organized and helpful, her cooler was great for audit! 45 mins. to back out machine order out of audit with resp. It couldnt get accepted prior to audit
	38202	06-Dec-04	The cigarette cage and cabinets were all mixed, had to scan cartons individually, reach hiding manager got here at 9am and started zone counting, count was done and uploaded by then. Could only pull pricebook, stu file came later
	38276	22-Dec-04	Cases of damaged 2 year old cigarettes transferred in from another site. \$8500.00 in damaged cigarettes
	38278	29-Dec-04	Sent audit @ 1:10, called DeWayne @ 1:40, no answer out of office, called Fred in Texas and Shelly in Ohio. Waited 2.5 hours to get audit to come back
	38295	27-Dec-04	Waited 2.5 hours to get audit to come back
	38304	17-Dec-04	364 packs of damaged cigs and several cans, bottles of sodas and juices
	38404	03-Dec-04	Waited 3/4 hour for manager to get back from mtg
	38405	29-Dec-04	517 packs of damaged cigarettes
	38411	14-Dec-04	Had pricebook e-mail to me and the extract files sent
	38434	01-Dec-04	Waited 1 hr for pricebook, waited for audit to come
	38458	10-Dec-04	Computer down, then no pack staple count once pricebook available
	38501	23-Dec-04	Problem with satellite, had to wait for 1 1/2 man hour
	38504	20-Dec-04	File - help deske says it went out, not on server until 8:25am this morning pulled at 9:30am
	38510	20-Dec-04	Pricebook took 1.75 hrs, but did get it
31	30231	22-Dec-04	Unable to pull pricebook no more multiple up/pack count downloads. \$3500.00 in outdated cigarettes, some over 4 years old
	30513	22-Dec-04	Computer froze unable to get pack staple file 1 hour delay. 1/2 hour delay on getting count back
	38521	29-Dec-04	Pump 1 & 2 down
	38522	30-Dec-04	Had to call to get pricebook file sent down

Are YOU ready to experience the Quantum Services difference next month in your stores?

What prevents you from getting this in your locations next week?

Don't get stuck/left behind in the information overload of today's busy world!

You don't need more information or more time, you need data that will lead to action that will improve your profits and performance in a consistent and timely manner.

Quantum Services unique knowledge and industry expertise enables us to boil all that data into a valuable tool to help you impact your business.

Have the C-store specialist's get to work for you today!

