

## TAKE ACTION!

### Use this tool to put your BRM Executive Summary to Work

\$5.00

#### Business Review Meeting Third Quarter Executive Summary

##### EXECUTIVE INFORMATION COMPONENT

Reported damaged / outdated merchandise valued at **\$16,229**  
 Quality assurance accuracy audit check in Dayton **Impacts Confidence**

##### TRENDS

1. **81%** of stores have either the store manager or field supervisor present for the audit.
2. **69%** of store managers review the audit reports and have computer book figures completed on time.
3. **34%** of stores have lottery tickets and cigarette counts completed by shift.
4. **52%** of audits met company policy on cash in registers.
5. **62%** of stores rated acceptable or exceptional in areas of store image.

##### STORE MANAGER SUPPORT PACKAGE

- 2 **173** recognitions provided of store personnel **Impact to retention \$10,250**  
 Identified and corrected pricing issues in **288** audits **Impact \$ thousands**

##### ACCOUNTING SUPPORT SEGMENT

Ability for accounting and operations to access audit information through QS electronic data reporting **Impact \$15,500**  
 Electronic lottery reporting breakouts for accounting **Impact \$4,600**

##### TARGET / COMPLETION RESULTS

3RD QUARTER

**460 SCHEDULED**      **101.7%**      **468 COMPLETED**

##### THE QUANTUM DIFFERENCE

Potential dollars gained by utilizing Quantum Services  
**\$84,312**

Business Review Meetings (BRMs) are a useful way to improve the quality of service from your suppliers. BRMs also can drive higher profits, smoother operations, and more return on your investment in services.

So, if you just had a BRM, your next move is to **TAKE ACTION!** *How do know where to go to work?* Use the Quantum Services BRM Executive Summary. It pulls key audit information together in one place so you can instantly see the priorities.

Use this tool as a guide as you work with your organization to continue to achieve higher levels of success. Whether you have 50 stores or 5000, Quantum Services will provide you with information you can use on a consistent, effective, and efficient basis!

##### ACTION STEP!

1

Perform surprise cash audits next week on 10% of the locations who missed their target.

##### ACTION STEP!

2

Recognize store management for strong performance.

*Have Quantum Services, the C-store experts, provide you with the summary of information that will enable you to TAKE ACTION QUICKLY!*

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#### ACTION STEP!

3

Contact District Managers to eliminate dead product from the stores within two weeks.

#### ACTION STEP!

4

Review monthly Quality Assurance Survey scores and attack the gaps!

#### ACTION STEP!

5

Have IT Manager investigate price book discrepancies.

#### ACTION STEP!

6

Review electronic data exchange with other business partners to see where else we can impact efficiency.

*Quantum Services can provide you with specific steps like these to impact your profits, performance and competitiveness!*

*Call 1-800-777-9414 today to learn how!*

