



Specialized Technology Resources Inc.

Retailer Training Best Practices

United States Hong Kong Taiwan China United Kingdom Turkey Italy Singapore Switzerland India Peru France





Results Driven – Training Programs!

- By identifying specific training goals STR has helped clients achieve significant results.
 - Testing: Reduction of Non-compliant and potentially hazardous products reaching the marketplace.
 - Inspections: Reductions in defects, costly repairs, lost revenues by products being held due to poor quality.
 - Audits: Identifying risk – Social Compliance, Production Capabilities, Transshipments, Country of Origin, etc.

A Plan of attack!

- We help in establishing basic principles for a training program.
 - Phase 1: Establish Goals & Objectives
 - Define Expectations
 - Agree on the deliverables
 - Phase 2: Conduct a “GAP Assessment”
 - Understand the technical needs
 - Utilize to set the training program
 - Why Train?
 - Testing, Inspections, Audits, Social, HACCP, and Risk Assessment
 - Job Description: specific to the job role / department role in the corporation.
 - Insure the training program runs concurrently with your quality objectives and re-enforces established quality goals.

A Plan of attack!

- Phase 3: Establish Metrics
 - Creation of measurable goals
 - Realistic Measurements
 - Continual Improvement
- Phase 4: Execute the technical training plan
 - Technical Expertise
 - Q&A Sessions
- Phase 5: Perform “ROI” measurements
 - Return on Investment – “ROI”
 - How was the training received.
 - Was the training received well and most importantly understood.
 - Determine if the costs are offset by the results



Case Study – Testing

- Testing:
 - Example: By providing training to buyers prior to a major buying trip, they were able to make on the spot decisions on products that posed significant hazards.
 - Ceramic Ware
 - Are there any existing test reports
 - » (Reports where 2 years old)
 - Seasonal Products – Stockings
 - Flammability reports
 - Furniture
 - Mass / Load issues – report stated X pounds
 - Garments
 - Flammability issues
 - Care Labeling
 - Fiber Content

Case Study – Inspections

- Inspections:
 - Example: By providing training to on-site DC staff. Quality inspections found products not deemed to be “commercially acceptable” by the company standards.
 - This led to the company to identify deficiencies in their quality system that they needed to create an extensive inspection program.
 - It helped in identifying problematic vendors.
 - Weeding out vendors that produce substandard product
 - Reduction from a defective rate of over 14%, to 4% in 11 months.
 - Further reductions achieved as a comprehensive program was initiated

Case Study – Audits

- Audits:
 - Example: Audit training conducted helped identify manufacturing deficiencies, social compliance violations, etc.
 - The program helped identify significant manufacturing deficiencies and QA shortfalls.
 - How the manufacturing process is evaluated
 - Defective material handling
 - Found major violations in employee records of which lead to under age and undocumented workers.
 - Legal Age workers
 - Foreign Labor
 - Overtime Pay Scales
 - Employment requirements



Remember the achievements of an organization are the results of the combined efforts of each individual and the training of those individuals has a direct effect on reaching your quality goals and objectives!