

## Case Study:

# Time and Motion Study by RAS Supply Chain Integrity

### Introduction

- **Objective:** To understand the time spent by colleagues on various activities in convenience shops.
- **Client:** One Stop, a large chain of convenience shops across the UK.
- **Scope:** Activities ranging from counter and shopfloor sales to receiving deliveries, stock put away, PI counts, and other store-related tasks.

### Methodology

- **Time and Motion Study:** RAS Supply Chain Integrity (RAS SCI) monitored every activity by the millisecond.
- **Data Collection:** Comprehensive data pool highlighting average times for each type of transaction.
- **Tools Used:** Advanced monitoring tools and software to ensure precise data collection.

### Activities Monitored

1. **Counter Sales:** Time taken to process customer transactions at the counter.
2. **Shopfloor Sales:** Interaction with customers and assistance provided on the shopfloor.
3. **Receiving Deliveries:** Time spent on receiving and checking deliveries.
4. **Stock Put Away:** Time taken to put away stock in the appropriate locations.
5. **PI Counts:** Periodic inventory counts and stock checks.
6. **Other Store Activities:** Miscellaneous tasks such as cleaning, organizing, and administrative duties.

### Findings

- **Average Times:** Detailed breakdown of average times for each activity.
- **Efficiency Insights:** Identification of time-consuming tasks and potential areas for improvement.
- **Cost Allocation:** One Stop was able to allocate costs to each store based on the time spent on various activities.

### Benefits

1. **Improved Efficiency:** Identification of bottlenecks and time-consuming tasks allowed for process improvements.
2. **Cost Management:** Accurate allocation of costs based on activity times helped in better financial planning.
3. **Resource Optimization:** Better understanding of time distribution enabled optimal staffing and resource allocation.

4. **Enhanced Productivity:** Streamlined processes and reduced time wastage led to increased productivity.
5. **Data-Driven Decisions:** Reliable data provided a solid foundation for making informed business decisions.

#### **Conclusion**

- **Impact on One Stop:** Significant improvements in operational efficiency and cost management.
- **Future Applications:** Potential for applying similar studies to other areas of the business for continuous improvement.