

Designing Store Process Improvements to Drive Profitability

Specialty Retailer

Scale: 135 employees | \$400M Annual Revenue

Adonis Partners helped a specialty retail company optimize store operations and streamline order fulfillment, resulting in amplified capacity and overall efficiency.

- ✓ Optimized workflow efficiency to handle peak demand without sacrificing quality
- ✓ Overhauled order fulfillment processes to eliminate bottlenecks and capture lost sales
- ✓ Designed a scalable, performance-driven operating model to sustain growth



5

In-store Gemba Observations

30

Improvement Opportunities Identified

2+

Hours/day Time Savings Identified

A U.S.-based specialty gift basket franchise experienced a surge in business following the pandemic. While the increase in order volume presented a significant growth opportunity, it also introduced operational challenges, particularly during peak periods. Limited staff meant that once a store reached order capacity, additional sales were lost. Order customizations presented further challenges, leaving the client struggling to keep up. Leadership sought a strategic solution to improve efficiency and scale without compromising quality or customer experience.

Adonis' expert consultants went into the field, conducting in-depth assessments in multiple stores across the southern states and uncovering production bottlenecks. By mapping value streams, consultants were able to identify inefficiencies in core processes from order intake to fulfillment. Collaborative working sessions and Kaizens helped refine workflows and establish a future-state model. The final proposed improvements were centered around streamlining critical path processes for maximum throughput, thus mitigating lost sales.

This strategic redesign of store processes led to a more agile and efficient operating model, resulting in five in-store Gemba observations for continuous improvement and 2+ daily hours savings. In total, 30 areas of improvement were identified and actionable change measures developed. Adonis Partners' work to overhaul order processes and operating models simultaneously improved profitability and performance.