

DESCRIPTION:

FOOD LION IS A MAJOR RETAIL GROCERY COMPANY WITH OVER 1200 STORE LOCATIONS IN THE SOUTH-EAST AND MID-ATLANTIC.

OBJECTIVE:

HOW WE CREATED A SUCCESSFUL LAUNCH A MARKET-AREA REMODEL OF 68 STORES.

RETAIL GROCER'S CORPORATE OBJECTIVE: CONCURRENTLY REMODEL 68 STORES.

**Challenges:**

Keeping stores open during construction
(Construction must be completed at night)

Customers must be able to safely shop within store

Coordinating work with multiple general contractors, multiple trades, store personnel

Develop plan to communicate with our home office during night work for on-site decision making

Troubleshooting situations of construction delays to minimize installation crews downtime

Develop weekly production and installation schedule to meet project milestones and deadlines

Ensuring that the increased volume of work does not compromise the production lead-time and quality of installation



Solutions:

Created internal positions to coordinate with personnel in the field

Provided safety training and established best practices for our installation crews so that they could keep themselves and customers safe during décor and fixture installations

Developed a team of project managers to:

- Coordinate communication between Food Lion, the general contractors, and other trades
- Frequently make site visits to the stores to ensure that construction was on schedule
- Meet with Food Lion representatives to develop punch-lists for each store and receive requests for additional needs if necessary
- Troubleshoot the installation schedule when construction was delayed or the store was not ready for décor to be installed.
- Manage the quality of installation and make on-site decisions when necessary

Added a second shift and additional supervisory roles in order to handle the increased volume in décor production

