
Overview

This standard is about helping to improve the way your retail organisation operates, so that it can achieve or improve on sales targets and standards of service. Working within your area of responsibility, a thorough knowledge of day-to-day operations is required. It is also about being able to identify and analyse problems and suggest ways to improve operations that are practical and cost-effective.

This standard is for staff who are required to identify and analyse opportunities for solving problems and improving operations.

When you have completed this standard you will be able to demonstrate your understanding of and ability to:

- Identify and analyse opportunities for solving problems and improving retail operations

Performance criteria

You must be able to:

1. follow your workplace procedures to obtain, information about operations within your area of responsibility
2. follow your workplace procedures to identify and analyse the causes of problems where operations are not meeting quality standards or sales targets
3. identify the scope for further development where operations are achieving quality standards and sales targets
4. follow your workplace procedures to analyse suggested improvements to operations to see if they are practical, consistent with your workplace procedures and style, and are straightforward to put into practice
5. identify the ideas and resources that offer the greatest benefits for your workplace and its customers
6. evaluate the costs of suggested improvements against benefits to operations following your workplace procedures

Knowledge and understanding

You need to know and understand:

1. your workplace quality standards
2. your workplace procedures and systems used to gather information
3. different methods of identifying facts and opinions about operational performance and how useful each method is
4. causes of problems that lead to failing to achieve your workplace's quality standards
5. how to generate and analyse ideas for improving operations
6. how to evaluate the benefits of potential improvements and how urgent they are
7. how to work out what resources are required to put improvements into practice
8. how to evaluate the costs of suggested improvements against the benefits

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Identify and analyse opportunities for solving problems and improving retail operations



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Validity Current

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Originating Organisation Skillsmart Retail

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Relevant Occupations Managers and Senior Officials, Managers in Distribution, Storage and Retailing, Owner/Manager, Retail and Commercial Enterprise, Retailing and Wholesaling, Team Leader

Suite Retail

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