

NationWide Primary Healthcare Services: Evolving Business Model

Employees

How will the change that is happening affect the employee turnover rate?

What are the issues with the store management position?

What are the internal issues with the employees? How these changes affecting the communication with employees? They used to know everyone by first name...

TheCaseSolution.com

The Store

How are the changes to the stores affecting the relationships with the customers?

How are they shifting away from being the "friendly convenience store"?

TheCaseSolution.com

Supply Chain

What were some of the issues you found with the supply chain at Wawa?

Do you think this supply chain could work if they were to expand?

What were the companies' understandings of each other? How have they communicated?

TheCaseSolution.com

Recommendations

Have they lost sight of their brand? Will expansion take away from their competitive advantage?

What are your thoughts about their own distribution center?

How can they maintain the customer-employee relationship?

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What were some of the alternative solutions that you came up with?

Supply Chain?
Employee?
The Store?
Other?

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