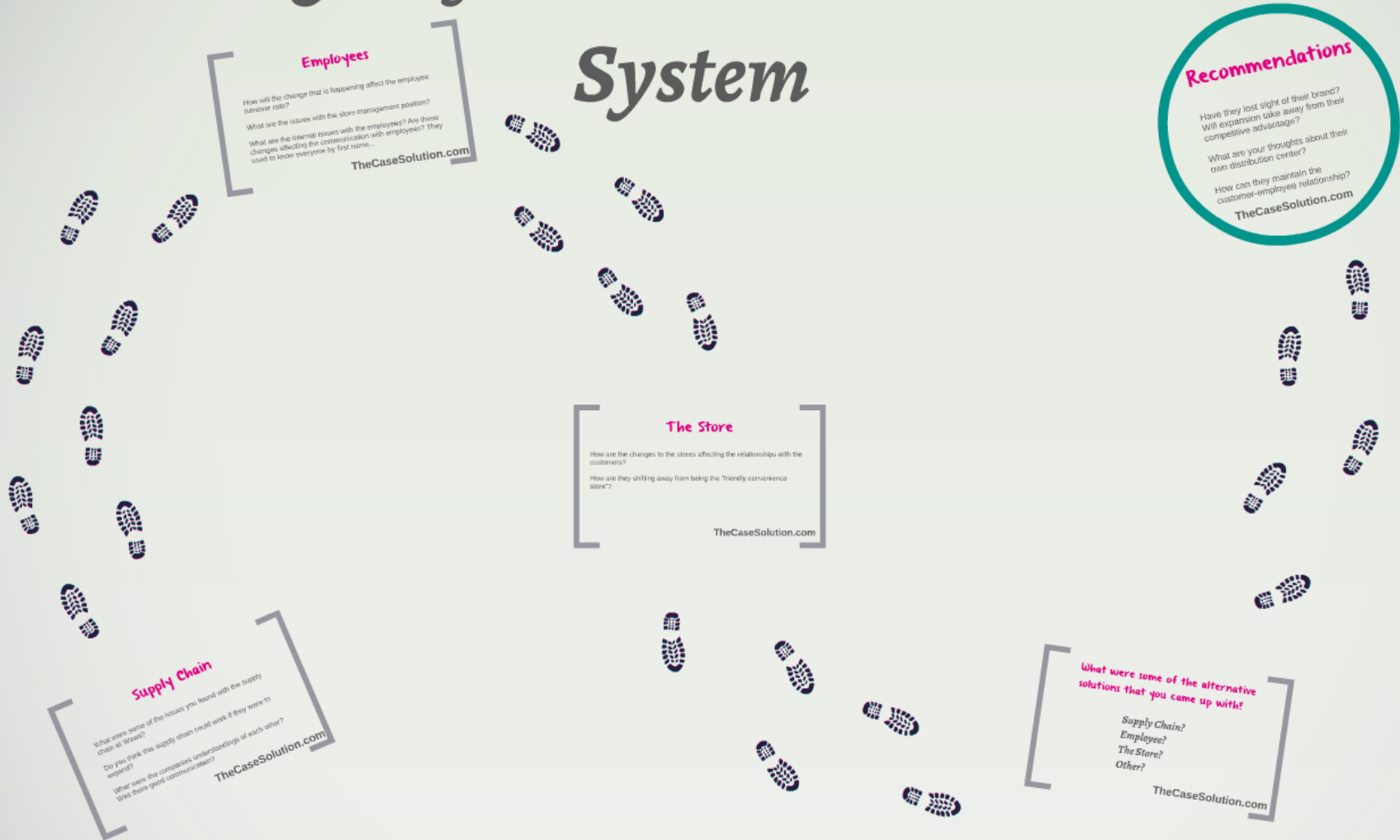
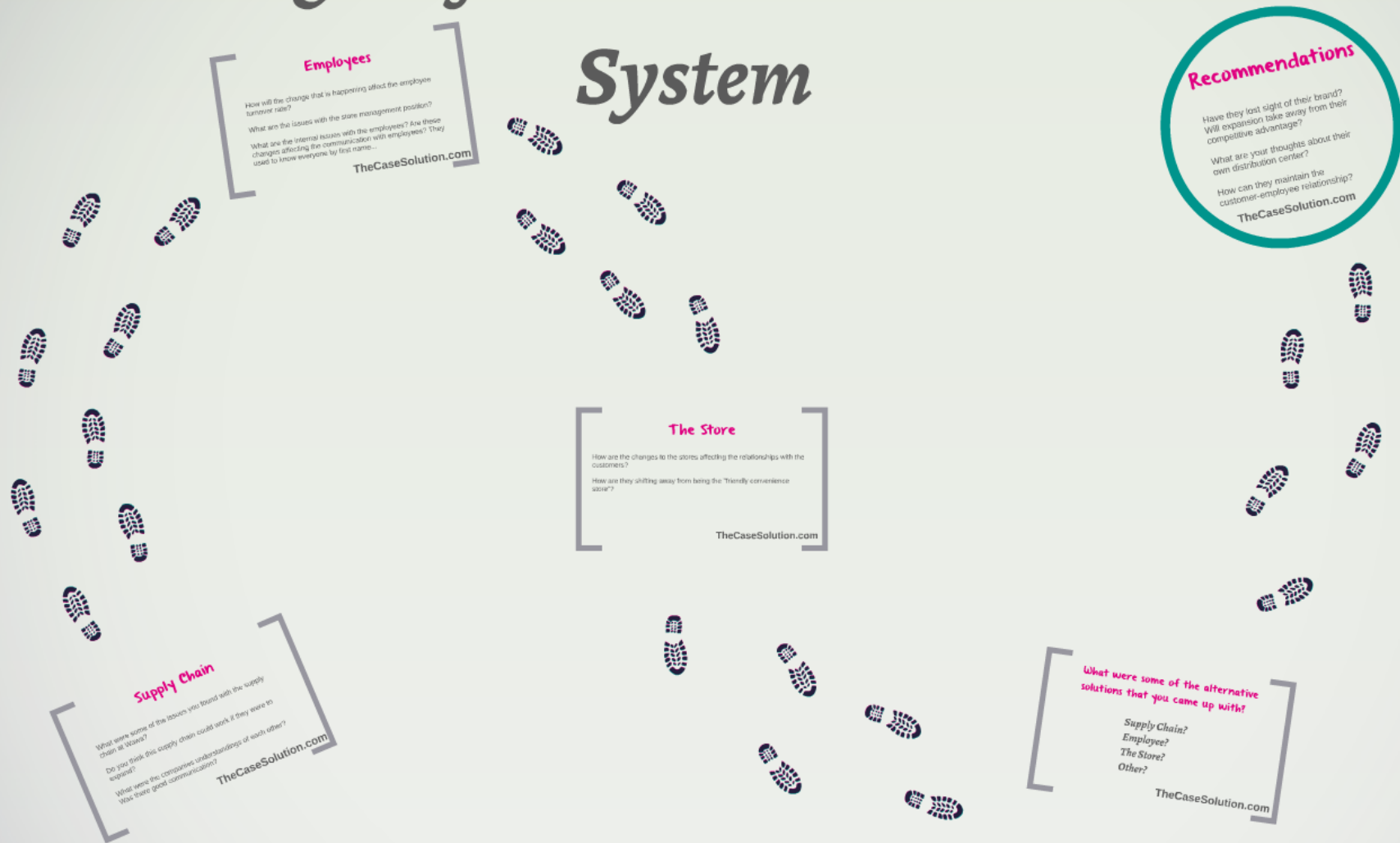


# Paperless Healthcare: Progress and Challenges of an IT-Enabled Healthcare



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# 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?  
Was there good communication?

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# 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? Are these changes affecting the communication with employees? They used to know everyone by first name...

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# 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"?

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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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# Recommendations

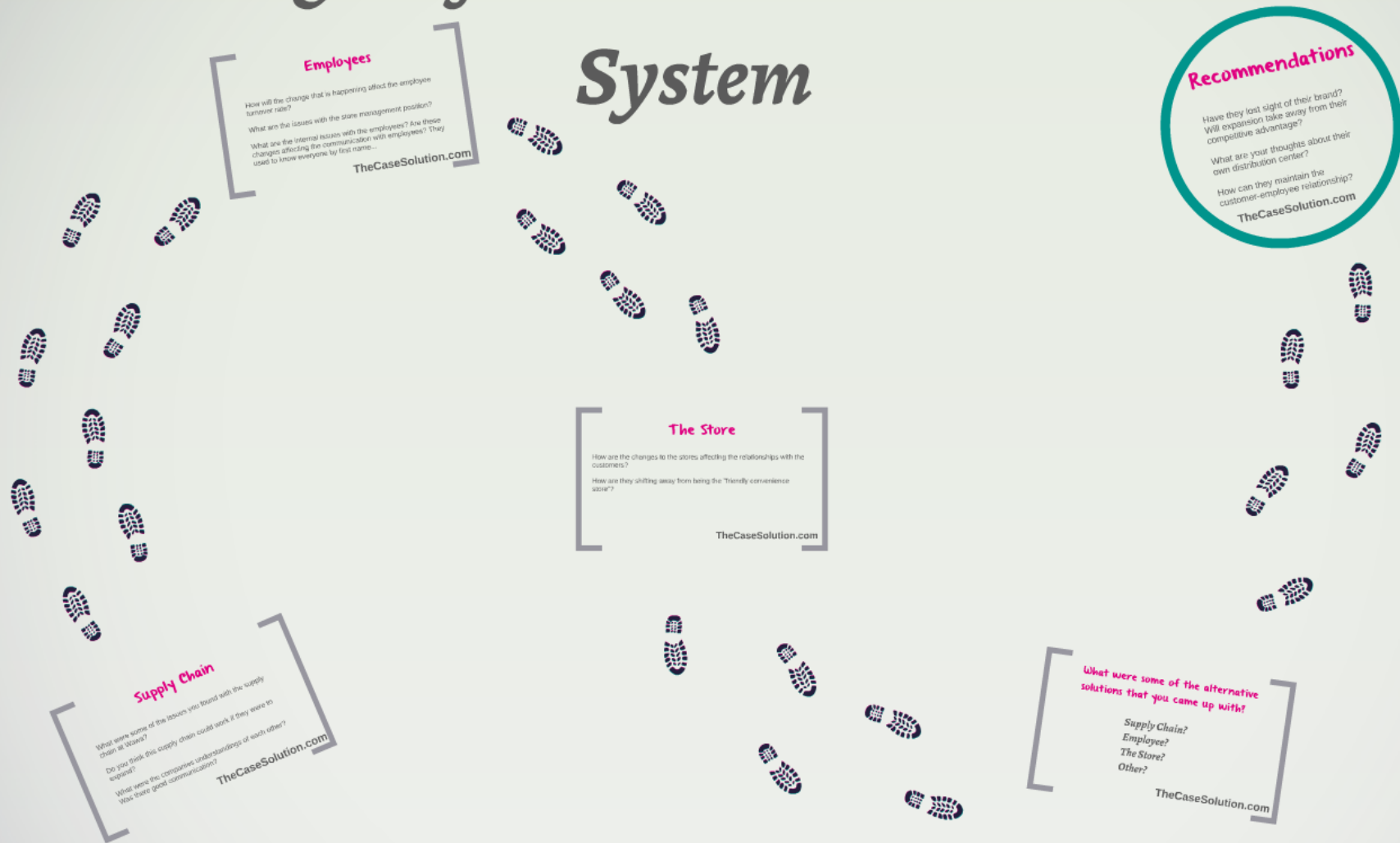
Have they lost sight of their brand?  
Will expansion take away from their  
competitive advantage?

What are your thoughts about their  
own distribution center?

How can they maintain the  
customer-employee relationship?

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