

Performance Management at Intermountain Healthcare

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 values with the employees? Are 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 values 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 reasons you found with the supply chain at Value?
Do you think this supply chain could work if they were to expand?
What were the connection understandings of each other?
Was there good communication?

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?
TheCaseSolution.com

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

Supply Chain?
Employee?
The Store?
Other?

TheCaseSolution.com

TheCaseSolution.com

Performance Management at Intermountain Healthcare

Employees

How will the change that is happening affect the employee turnover rate?
What are the issues with the team 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 good communications?

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?

TheCaseSolution.com

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

Supply Chain?
Employee?
The Store?
Other?

TheCaseSolution.com

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?
Was there good communication?

TheCaseSolution.com

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...

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

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

Supply Chain?

Employee?

The Store?

Other?

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?

TheCaseSolution.com

Performance Management at Intermountain Healthcare

Employees

How will the change that is happening affect the employee turnover rate?
What are the issues with the team 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 good communications?

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?

TheCaseSolution.com

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

Supply Chain?
Employee?
The Store?
Other?

TheCaseSolution.com

TheCaseSolution.com