

# Do you derail your own projects?

Getting a new store open by the crucial holiday season can make or break its success. And renovation projects must be kept on track to avoid alienating loyal customers, whether they're done while the store continues operating or not. But as a retailer, you may be unwittingly derailing your own projects. Take this quiz to find out.

## 1 When do you typically bring the logistics and installation vendors into the project?

- A. During the predesign phase.
- B. During the schematic design phase.
- C. During the design development phase.
- D. During the construction documents phase.
- E. During bidding.
- F. During construction.
- G. Pre-occupancy.

## 2 A fixture vendor informs you that a big fixture will need to be shipped knocked down. Thinking it would be preassembled, you had not included it in your installation order. What do you do?

- A. Call the installer to discuss adding it to the scope of work.
- B. File a change order without discussion.
- C. Wait till the installers get to the site, and then spring it on them.
- D. Assume the installers will handle it when they see it.

## 3 Who is your company's designated point of contact for an installation?

- A. A project manager with decision-making authority.
- B. A project manager who coordinates with decision makers.
- C. Several individuals who are working on the project.
- D. Contact? What contact?

## 4 You just got off the phone with your fixture vendor, who had an equipment breakdown. They'll be working double shifts to make up the downtime, but it looks like fixture delivery may still be delayed. What do you do?

- A. Notify the installers immediately.
- B. Make a note to notify the installers at my next scheduled meeting.
- C. Postpone deciding whether to notify the installers. Maybe it will all just work out.
- D. Leave it up to the installers to find out from the fixture vendor.

## 5 How do you prefer to handle logistics and installation for a rollout project?

- A. I contract with one company whenever possible.
- B. I typically use two companies, oftentimes one for logistics and another for installation.
- C. I tend to use a few companies based on the region.
- D. I like to find a different company for each element being delivered, and then use a separate installation company.
- E. I try to hire all my buddies. Why, what are you offering?

## 6 You discover that a site has restrictions about delivery times. What do you do?

- A. I let my vendors know immediately.
- B. I add it to a central information source that my vendors access.
- C. I might send an email to let the vendor know when I get around to it.
- D. Nothing. I assume the logistics company is aware of that. I mean, that's what I pay them for!

## 7 When do you typically notify store personnel of an expected delivery?

- A. When we plan the project.
- B. A few weeks out.
- C. When I think of it.
- D. When the truck is down the street from the site.

## 8 You are closing a few stores, and most of the associates will lose their jobs. You've scheduled pickup of the stores' fixtures so they can be recycled. When do you notify the store personnel about the closure?

- A. At least 60 days prior, even if the WARN Act or similar laws do not apply.
- B. When we want the clearance sale to begin.
- C. A week or so before we shut the doors. We don't want people jumping ship while we can still squeeze some sales out of the space.
- D. When the store manager calls asking why there's a truck driver at the loading dock looking for fixtures.

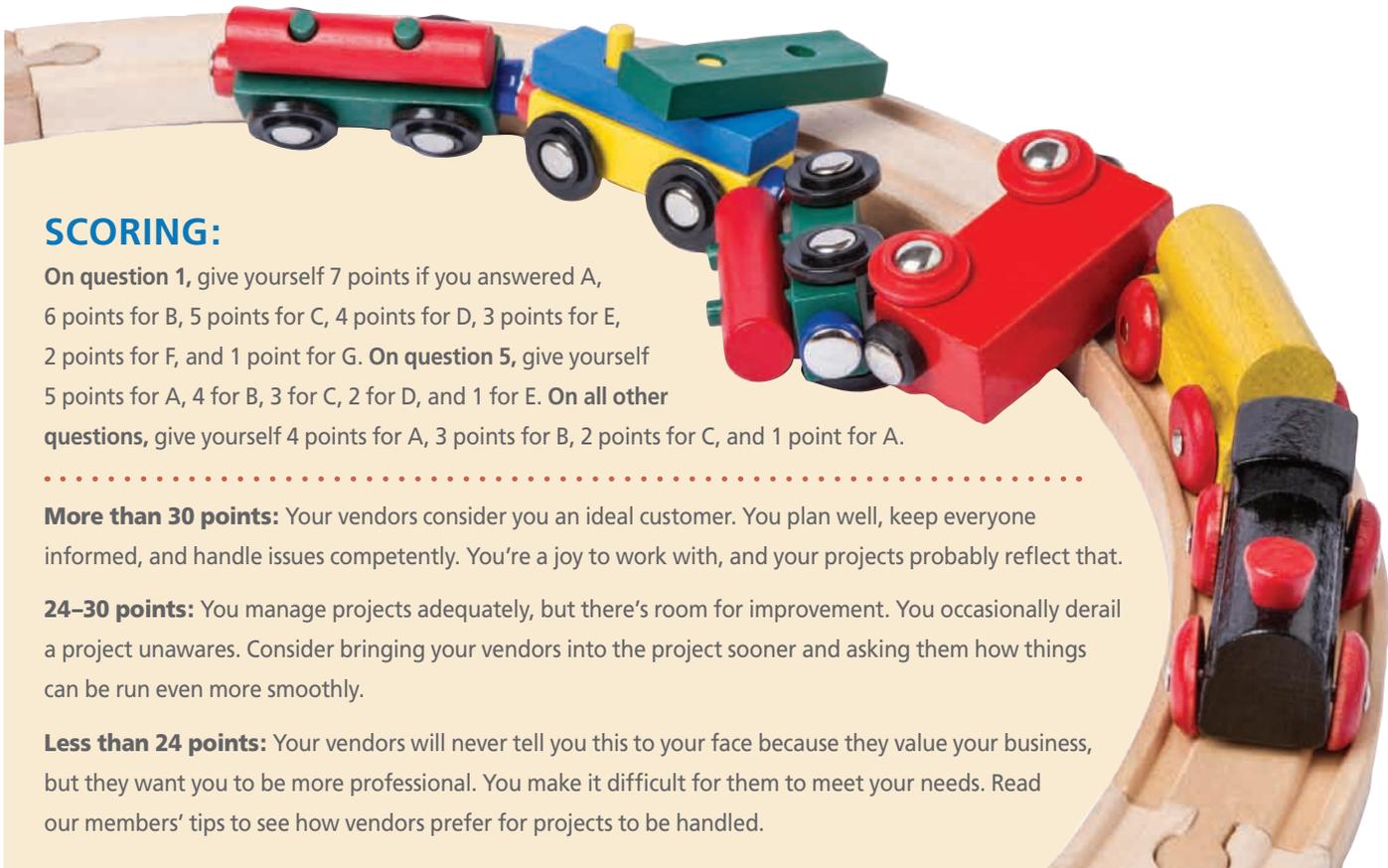


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## SCORING:

On question 1, give yourself 7 points if you answered A, 6 points for B, 5 points for C, 4 points for D, 3 points for E, 2 points for F, and 1 point for G. On question 5, give yourself 5 points for A, 4 for B, 3 for C, 2 for D, and 1 for E. On all other questions, give yourself 4 points for A, 3 points for B, 2 points for C, and 1 point for A.

**More than 30 points:** Your vendors consider you an ideal customer. You plan well, keep everyone informed, and handle issues competently. You're a joy to work with, and your projects probably reflect that.

**24–30 points:** You manage projects adequately, but there's room for improvement. You occasionally derail a project unawares. Consider bringing your vendors into the project sooner and asking them how things can be run even more smoothly.

**Less than 24 points:** Your vendors will never tell you this to your face because they value your business, but they want you to be more professional. You make it difficult for them to meet your needs. Read our members' tips to see how vendors prefer for projects to be handled.

## 8 TIPS for successful delivery and installation

If you scored low, here are eight tips on working more effectively with logistics and installation providers to keep your projects on track:

- 1 Ideally, work with one company for as much of the work as possible. The use of multiple contracts will require more involvement from you and can lead to improper packing, differing delivery times, and finger pointing between vendors for hiccups.
- 2 Bring the logistics and installation provider(s) into the process as early as possible. Early involvement can help avoid later issues such as material failure.
- 3 Assign a project manager to the project. This individual ideally should have decision-making authority to address any issues that arise.
- 4 Relay accurate dimensions of products as well as the spaces they'll fit into. In addition to preventing installation issues, the provision of details early in the process helps ensure accurate quotes on transportation pricing.
- 5 Ensure that the information you provide to your vendor—for instance, receiving party contact, offloading dock and other site conditions, and labor restrictions—is accurate. Don't make any assumptions. Providing inaccurate info is worse than not providing the info in the first place, as the vendor will rely on it.
- 6 Work closely with your vendor on scheduling. Some vendors would even prefer to set the schedule for you so that they can ensure resource planning.
- 7 Communicate thoroughly with store personnel regarding the scope of work, timelines, and staffing expectations. Store managers should be apprised of the approved scope of work to help avoid costly issues.
- 8 If possible, work to expedite permitting to ensure that construction stays on track.

# PROJECT RESOURCES

Shop! members have the expertise required to keep your projects on track. Check out these companies for assistance with installation, logistics, or both.



**Advantage Innovations**  
advantageinnovations.com



**Aire-Ride Transfer**  
aireride.com



**AJIS Merchandising Service**  
ajis-group.co.jp/en



**Atlas Logistics**  
atlaslogistics.com



**ATS**  
atsinc.com



**Beam Team**  
thebeamteam.com



**Champion Logistics Group**  
championlogisticsgroup.com



**Commercial Decor Group**  
commercialdecorgroup.com



**Dave Osborne Construction Contracting**



**Driveline Retail Merchandising**  
drivelinetail.com



**Dynamic Resources**  
driglobal.com



**Elder-Jones**  
elderjones.com



**Expeditors**  
expeditors.com



**Express ShopFitters**  
shopfitexpress.com



**Falcon Retail Services**  
falconretailservices.com



**Flexexecution**  
flexexecutioninc.com



**Footprint Retail Services**  
fprs.com



**GSP Companies**  
gspetail.com



**H.J. Martin and Son**  
hjmartin.com



**Hamacher Resource Group**  
hamacher.com



**High Definition Logistics**  
hdlog.com



**The InSite Group**  
theinsitegroup.com



**Installation Solutions**  
installationsolutionsinc.com



**Merchco Services**  
merchcoservices.com



**Millennium Logistics Management**  
mlog.net



**The Miller Group**  
millergrpva.com



**N-STORE Services & Granger Contracting**  
gnhservices.com



**National Branding Solutions**  
nationalbrandingsolutions.com



**Nationwide Fixture Installations**  
americaninstallationcompanies.com



**NRS**  
apolloretail.com



**Old Dominion Freight Line**  
odfl.com



**Pilot Freight Services**  
pilotdelivers.com



**Pivotal Retail Group**  
pivotalretail.com



**PLANiT Group**  
planitconstruction.com



**Powerhouse Retail Services**  
powerhouseretailservices.com



**Prime Retail Services**  
primeretailservices.com



**Prodigy Retail Construction**  
prodigyretail.com



**Quest Service Group**  
questservicegroup.com



**The Retail Group**  
retailgrouppr.com



**STC Logistics**  
shipstc.com



**Taylor Bros. Construction Co.**  
tbcci.com



**Thomas-Grace Construction**  
thomas-grace.com



**Tri-North Builders**  
tri-north.com



**Westwood Contractors**  
westwoodcontractors.com



**YRC Freight**  
yrc.com



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