***First we make it work, then we make it last.***

We are **\* Business Consultants \*** based in Mumbai, helping you cross paths with success by working in the present while thinking for future.

We keenly Enquire, intensely Observe, deeply **R**eview existing business strategies, keep Apprised of changes, thoroughly Assess, meticulously Plan, intensely Execute, accurately Measure results and Continually Improve.

**VISION**

Our Success Mantra for change:-

• Unity of Purpose

• Diversity of Participation

• Commitment to Action

Streamline businesses using our vast integrated knowledge across fields, best practices from the professional managers’ world and wisdom distilled from experience.

**MISSION**

To bring about organisation wide transformations, enabling working culture change across organisation, thus creating a lasting cultural impact.

# **INTRODUCTION**

We are pleased to present the proposal for various activities undertaken by us in our capacity as Advisors. Our proposal results from an understanding of your need for pursuing this to enhance the value of existing business & understanding the currently carrying Risk in the business.

1. **Scope of work for advisory services**:
2. **Business Process Audit**

We shall conduct an audit for overall process /system currently implemented in the organisation & suggest for the improvements to get the overall growth of the business. We sit with team members of organisation to understand the various processes happening in the organisation.

1. **Operational Processes (Inventory management and Retail Operations)**

**Inventory**

1. ***Jewellery Sourcing/ Purchase process:*** *Review of**process from purchase to payable.*
2. ***Inventory Management including tools for*** 
   1. Classification of Inventory and Mapping with current Inventory
   2. Planning of Ideal Inventory for Peak and Off Peak Levels as per sales level for different month.
   3. Reordering Process (Daily sales, Fast moving designs) review and implementation.
3. ***Quality control Process*** 
   1. Review of Quality Control process
   2. Maintaining organisation Quality Manual
4. ***Implementation of Customer Order Process***
5. ***Design bank creation for Fortnightly Ordering of products.***
6. ***New Collection Creation and launch process-***
7. ***Vendor management-*** 
   1. Evaluation from various perspective and entering vendor Agreement
8. ***Visual Merchandising***
   1. Shop Floor and window Planogramming
   2. Visual merchandising (Window display, Counter display)
   3. Event days list for changing Window display
   4. Do’s Don’ts of VM
9. ***Inventory health report***

**Retail Operations**

1. Annual Business Plan based on Sales, Footfall, AUP, Conversion, Stock Turn, P&L and Annual Event Calendar.
2. Annual Event calendar in sync with Marketing Activities
3. Exhibition or event outside showroom.
   1. List of exhibitions/event days where Organisation can participate
   2. Identification of locations and areas for doing exhibitions/events
   3. Process of doing exhibitions and events outside/inside showroom
   4. Process for approaching outside agency for tie ups
   5. Set up for doing exhibition
   6. Identification of staff and training them for doing exhibitions
4. Retail operation manual and policies for various activities happening on floor
   1. Showroom opening process
   2. Morning meeting
   3. Daily Reports review
   4. Sales Process
   5. Customer Objection Handling (Online and Offline)
   6. Sales Return Process,
   7. CRM data handling
   8. Customer order
   9. Offer communication
   10. Collection launch and display
   11. Inventory movement- In / Out of safe, Outside showroom
   12. Branch transfer
   13. Home delivery
   14. Machine (XRF, Weighing) calibration
   15. Customer service
5. Untoward Incident Reporting
6. Retail Dash board
7. **Accounts and Finance**
   1. Accounts structure mapping in ERP
   2. MIS report- Reports and Ratios, P&L, Working capital, Fund flow / Cash flow
   3. Internal Control
   4. ~~Fund raising- CMA Report, Bank Facility renewal, New Loan Sanction~~
   5. Account balance (Debtor / Creditor) Confirmation
   6. Annual Fiance Budget.
8. **ERP Review**

Review of current ERP system and suggest the improvement, if required. Review of current report formats and establishing the Business Intelligence (BI) Dash board.

1. **Marketing**
   * + - 1. CRM including evaluation of various customer touch points and customer feedback.
         2. Brand WEB site review and suggestions for upgrade
         3. Defining Social Media touchpoints and maximising the Input data.
         4. Channel partner with a Digital company for E-Com website and portal creation.
2. **Manpower**
   1. Goal Setting for staff to align with company objectives.
   2. HR Policy and Job Description drafting for every position
   3. Designing and refining the organogram.
   4. Recruitment, Retention & manpower sourcing
   5. Learning & Development- Mapping skill and identifying Training needs
   6. Performance Appraisal & Employee Potential Analysis
3. **Special Service New Showroom Launch**
4. Roadmap for Showroom opening process- Market research, Feasibility report etc.
5. Store format, design development and project managerment assistance.
6. Manpower planning for new showroom
7. Identification and recruitment of additional staff
8. Training of new and existing staff for new showroom.
9. Planning of store operation- Policies and SOPs.
10. Marketing plan for new showroom Launch- BTL, ATL, Digital and PR agency.
11. Planogram of floor plan.
12. Launch, promotion and incentivisation to staff, for Monthly Deposit Scheme
13. Stock planning and visual merchandising
14. **Franchisee Development**
15. Franchising Model Selection
16. Franchisee Marketing Strategy
17. Franchise Development Plan & Budget
18. Business Strategy Execution
19. Market Research & New Opportunities
20. Franchisee Support & Network
21. Exit Strategy & Succession Planning
22. Franchise Legal & Compliance
23. Continuous Improvement & Innovation

**Risk Analysis**

Conduct overall Risk analysis of current business and future expansions. Audit of Internal control processes and defining authority matrix for various activities. This helps organisation to understand the points which are or may be pain point in future and may be threat to company profit or existence. Once all threat points noted then risk control steps or processes can be defined to minimize the losses. Risk may be in form of theft, pilferage (material or Data), losses due to Non compliances (Statutory / Non Statutory) etc.

**List of Clients**

1. Shah Virchand Govanji- Valsad, Surat, Vapi, Gujrat
2. Karan Kothari Jewellers Pvt Limited- 5 Showrooms in Maharashtra
3. Chetmani Ornament Pvt Limited, (7 showrooms), Varanasi, Uttrakhand
4. Caratlane, Mumbai. (Project on different aspects)
5. JP Jewellers, Rajkot
6. Shah Jayantilal Gujrat
7. Avina Lab Grown Diamond Jewellery (Surat)
8. Frontier Jewellers, 2 showrooms, Dehradun, Uttrakhand
9. Mahalaxmi Jewellers (Chirawa, Jhunjhunu Rajasthan)
10. Nikkamal Jewellers- Ludhiana
11. Radhika Jewellers, 2 showrooms, Rajkot, Gujrat
12. Mahakali Jewellers, Mahesana, Gujrat
13. Narayan Jewellers, Vadodara Gujrat
14. Saheli Jewellers , Raipur
15. Sukratejj Jewellers, Hyderabad.
16. HSJ Lucknow, UP
17. KR Ashtekar Jewellers, Pune.(training to Staff)
18. Jewel Folio Showroom (Launch of 2 stores)
19. Zaver Jewellers, Porbunder, Gujrat.
20. Patel Jewellers (Mehsanawale), Mehsana, Gujrat
21. Popley Eternal- Bandra Mumbai
22. Varuna D Jani, Designer Jewellery, Bandra, Mumbai
23. Raniwala Jewellers- Jaipur
24. JD Solitaire- New Delhi
25. Gehna Jewellers, Bandra- Mumbai
26. P Manoharlal Jewellers, Hyderabad- (3 months)
27. Mahalaxmi Jewellers, Hyderabad
28. ZEE Bangles- 2 showrooms, Mumbai and Pune.
29. RKR Jewellers, Zaveri Bazaar, Mumbai. (Outdoor Exhibition)
30. Ramniklal Jewellers, Ahmedabad (Outdoor Exhibition)
31. Unique Chain Pvt. Ltd- Whole-seller cum Manufacturer, Zaveri Bazaar, Mumbai
32. Vasupati Jewellers- Whole-seller cum Manufacturer, Zaveri Bazaar Mumbai