

Project Compass Advisory

Case 1: Operational Efficiency (Retail Supply Chain)

Situation: An independent SME retailer faced chronic operational friction, characterized by a 20% stockout rate during peak seasonal windows. Fragmented data across manual inventory logs prevented visibility into lead-time variability.

Task: Redesign the replenishment workflow to reduce inventory holding costs by 15% while improving service level reliability.

Action: Using the Project Compass governance framework, I developed a *Project Charter* to align stakeholders on SMART inventory objectives. I then implemented an *Integrated Risk Register*, discovering that the root cause was not logistics, but poor POS data integrity. I facilitated a cross-departmental alignment using a *Stakeholder Engagement Matrix* to standardize data entry protocols.

Result: Achieved a 12% reduction in stockouts and an 18% improvement in overall inventory turnover in Q1.

Critical Reflection: While the technical governance tools were effective, I initially underestimated the operational inertia of the floor staff. If repeating this, I would prioritize bottom-up stakeholder workshops earlier in the project lifecycle to foster ownership, rather than relying on top-down process mandates.