
BASTIONS SUSTAINED PROFITABILITY BENCHMARK PROGRAM (BSPB)

“I don’t feel like a Gorilla in the Mist anymore!” states one Retailer.

Before you decide to join the growing community of SPAR Retail owners on the BSP Benchmark Program, also known as ‘The Benchmark Program’, you need to be open to the core principles as explained below.

1. THE BSPB APPROACH

- a. **We FOCUS Mainly on STORE PROFIT** by addressing 3 KEY areas vs Benchmark Targets;

i. REDUCE COSTS

1. Optimised STOCK Levels (Responsible, Measured & Monitored);
2. REDUCE EXPENSES...Saving R1 = 5 x Turnover Increase at 20% GP;
3. Optimize PRODUCTION while REDUCING Waste;
4. Drive STAFF OUTPUT;

ii. INCREASE GROSS PROFIT

1. Target SERVICE Dep.
2. Focus on 20/80 Principle;
3. Drive Correct Product Costing;
4. Identify GP Growth Opportunities (SNIPER Approach);

iii. GROW SALES

1. Identify HERO Products to stimulate GROWTH;
2. Access Customer/Supplier favorites;
3. Share Industry & In-House successes;
4. Enhance Product & Production options;

- b. **IMPROVE MANAGEMENT & DECISION MAKING** with Weekly Reports;

- i. You can only Manage what you can MEASURE & MONITOR;
- ii. Monitor & Compare - Weekly, Month-to-Date; Monthly; YTD
- iii. Manage on Sub-Department level;
- iv. 20/80 Principle;
- v. Share, Compare & Improve – Benchmark (numbers, ideas, failures, successes processes etc.)

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- c. **STRUCTURE, ADMINISTER and MONITOR** your SIGMA database so that you can **TRUST your DATA;**
 - i. **Work from the bottom (detail) up...**"the devil is in the details"
 - ii. ANALISE, Clean & Restructure your Database – Start with SERVICE Dep.;
 - iii. Reliable/Trusted Figures allow **BETTER decision making** (NO Emotions / Ego);
 - d. **We follow a STRUCTURED** and methodical approach
 - i. One-at-a-time...start with your greatest pain/need;
 - ii. Analise, Restructure, New Process/Train, Continuously Monitor, Measure, Manage, Compare/Benchmark (cycle)
 - e. NOT a QUICK FIX, rather a **Different Approach to Managing your Business...**continuous, evolving, digging deeper...finding more opportunities;
 - f. Strive to become **more PROACTIVE** and LESS REACTIVE;
 - g. **BASTION Business Consultants** (Facilitator)
 - i. We/I treat **YOUR Business Information as PRIVATE** and will only ever share details with others when YOU agree and instruct me to do so;
 - ii. I/We appreciate that **YOU will do the same with the PROGRAMS and SYSTEMS (Intellectual Property)** I use to assist your Management and help grow your Profitability;
 - iii. **SUCCESS** can only be achieved when **both parties TRUST, COMMIT and IMPLIMENT** the **New PROCESS** agreed upon (New Game Plan) with the INTENTION to continuously improve;
 - iv. We/I (Facilitator) will bring 100% commitment to this collaboration as Your Success is also mine BUT that is only 50% of the equation...
 - v. You (the Business Owner & Snr. Management) as the **other 50%** need to **BUY IN, COMMIT and take ACTION in Store** to achieve the required end result;

2. WORKFLOW & PROSES

- a. **First ANNALISE CURRENT** SIGMA Department & Sub-Dep. **STRUCTURE;**
 - i. Need Remote Access to SIGMA & Easy Accounts (if applicable)
 - ii. Build Custom Reports on your SIGMA SERVER;
 - iii. Send the Sigma Reports to ourselves (Dropbox/email/AnyDesk);
 - iv. Build our BSPB Reports & Annalise your CURRENT Structure & Situation;
 - v. Identify OPPORTUNITIES (Low Hanging Fruit first)
 - vi. Discuss with Owner & Prioritize next Steps;

b. Then CLEAN DATA & RESTRUCTURE SIGMA DEPARTMENTS

- i. **Start with Service Departments** (Floor Dep later)
- ii. Discuss Restructuring Process to achieve the NEW BENCHMARK Structure
- iii. Finalise NEW DEP and/or Sub-Dep Structure;
- iv. Implement in SIGMA; (GRV person / OR We can assist)
- v. Check SIGMA to confirm all changes are correct;
- vi. Take one-Dep-at-a-Time ex. Start with Butchery

3. WEEKLY REPORTS – ANNALISE & DISCUSS

a. REPORTS include:

- i. Stock Movement Reports (SM) = per Dep. and Sub-Dep
 1. Calculated GP, IDT, Waste, Claims, Promotions, etc.
- ii. Analyse Products Reports (AP & CP) = per Product, per Sub-Dep and Dep.
 1. Top Sales; Neg. GP; High GP; Waste, Claims, IDT, SOH etc.
- iii. YTD Rolling UP GP% - compare with Targets & Previous YTD;
- iv. Operational EXPENSES Reports – Packaging & Cleaning vs Benchmark;
- v. Stock DASH Rpt per Sub-Dep. with Predicted Stock Values & GP comparison;
- vi. OTHER
 1. Benchmark Comparison Reports
 2. Profit & Loss Report (mini Trials) etc.

b. Reports MEASURE & COMPARE

- i. Current Actuals vs Previous Actual (year, month, week);
- ii. Ratio's and Growth (Rand & as %) vs Targets/Benchmark;
- iii. Trends; Stock Levels; Purchases vs Sales GP;
- iv. Opportunities; Problem Areas – Growth/Purchases/Production/Waste
- v. Solutions; New Processes etc.

c. WEEKLY Online MEETINGS (Zoom/Teams) on fixed, pre-arranged timeslots of 1hr sessions to discuss all Reports ... Alternate facilitators;

4. SERVICE FEE DETAILS

- a. **Choose** between the **Premium Service** or **Standard Plan** (per Server/Store Type);
 - i. You can upgrade, stay on the same or down grade after 6 months;
- b. Contract Period - **MINIMUM 6 Months**;
- c. **DEPOSIT of R5,000** to be paid on signing the Service Level Agreement;
- d. **MONTHLY SERVICE FEE (per SERVER) (excl VAT)**
- e. Payment within 7 days of Invoice Date;
- f. Yearly Renewable with Annual Increase of CPI +1%;
- g. Notice Period - 1 Month;

5. CHOOSE YOUR BSP BENCHMARK SERVICE Plan

a. OPTION 1 – PREMIUM SERVICE

- i. Weekly Reports (SM; AP; CP; Rolling GP)
- ii. Weekly Online Meetings (4 x per Month)
- iii. Staff Output/Productivity Report;
- iv. Profit/Loss Statements (EasyAcc. clients only)
- v. Stock DASH Report
- vi. Benchmark Comparison etc.

b. OPTION 2 – STANDARD SERVICE

- i. Weekly Reports (SM; AP; CP; Rolling GP)
- ii. Weekly Online Meetings (4 x per Month)

c. OPTION 3 – MAINTENANCE SERVICE only available after 6 Months

- i. Weekly Reports (SM; AP; CP; Rolling GP)
- ii. Limited Online Meetings - **2 x per Month** or **1 x per Month**

FEB.2025	Premium Service	Standard Service	Maintenance Service Plans	
	R/Mth Excl	R/Mth Excl	Per Mth (2)	Per Mth (1)
SuperSpar	15 500	13 500	10 500	7 500
SPAR	13 500	11 500	9 500	6 500
KwikSpar	12 500	10 500	8 500	5 500
SaveMor	10 500	9 500	8 500	5 500
Tops		8 500	6 500	4 500

BSPB Program Members: As on 1 March 2025

- a) SUPERSPAR = 8 Shops
- b) SPAR = 12 Shops
- c) KWIKSPAR = 3 Shops
- d) SAVEMOR = 0 Shop
- e) TOPS (own Server) = 8 Shops
- f) **TOTAL SHOPS = 31**