Retail architecture framework

Trading	Supply chain	Operations	Marketing	Retail support	Back office	Property

PLAN

EXECUTE

MEASURE

PLAN	EXECUTE					MEASURE
Promotional planning	Pricing & promotions	Merchandise	Space & Range	Private label	Price optimisation	Sales scorecard
Demand forecasting	Transport & warehousing	B2B2C	Inventory management	Replenishment	Order management	Supply chain scorecard
Workforce planning	Store backoffice	Point of sale	Payments	Time & attendance	Loss prevention	Productivity scorecard
Campaign planning	Campaign management	Customer loyalty	Content management	Omni channel	Customer service	Customer analytics
Budgeting & forecasting	HR & Payroll	Training	General ledger	Procurement	Communication & social	Finance scorecard
Property planning	Property management	Store design	Services	Collaboration & knowledge management	Office productivity	Services scorecard