

Fimble



Field
Audits



Introduction

The Field Audits component of the Fimble system allows your Area Managers and operations team to supervise your network and ensure the quality of service and validate your brand guidelines are enforced.



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This short presentation includes the most important features of the Field Audits component offered by fimble. More specifically:

- Audits
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- Equipment Monitoring
- Product Sufficiency
- Detailed Analytics
- Other Features



Overview

The following features are included in the Field Audits component.

Audits

Schedule and perform audit visits to your stores via a native tablet app and an administration panel.

Tasks

Manage tasks for area managers or store managers, optionally linked with an audit visit.

Questionnaires & Checklists

Dynamic questionnaires & checklists to collect information from store managers.

Merchandising

Take & tag pictures directly from the tablet app and store them in an online library.

Staff Monitoring

Area Managers can monitor store employees.

Equipment Monitoring

Area Managers can monitor store equipment and maintenance.

Product Sufficiency

Area Managers can ensure product sufficiency on store displays.

Detailed Analytics

Advanced reporting for quality & visit data.

Additional Features

Competition tracking, Offline support for tablet app, scoring forms, automatic visit reports, multi-lingual and more.

Audits

- **Multi-level** - Audit visits are performed at the store by an Area Manager (AM) who is responsible for a specific region. Supervisors can also manage multiple AMs providing a multi-level management.
- **Native Tablet Application** - A native tablet application for iPad provides all the necessary information to the AM and acts as his/her daily companion.
- **Scheduling** - Easy visit scheduling from both the AMs and the supervisors through the administration panel or directly from the tablet application.
- **Dashboard & KPIs** - The app features a dashboard providing useful information for the store, KPIs, open tasks, the daily visit schedule and more.
- **Tracking** - AMs are tracked in real-time allowing the supervisors to monitor the activity through the Fleet application.
- **Offline Support** - The tablet application synchronises data with Fimble and allows the AMs to access low-signal areas without affecting their daily flow.



Any tasks that were not completed during a visit are automatically transferred as pending for the next visit.

Tasks

Tasks allows the Area Managers and the Operations team to manage actions that need to be taken and communicated to the Store Manager (SM).

Tasks can optionally be linked with a visit for better tracking historical data of an issue and reminding both Store & Area Managers for issues that need to be resolved.

Questionnaires & Checklists

Questionnaires & Checklists provide a fast & efficient way to collect useful information from the Store Manager and ensure the store is following the brand guidelines.



Questionnaires

- Operations can create dynamic questionnaires to collect information about the store which could be required for a brand activity, reporting etc.
- These questionnaires are available to the AMs upon visiting a store.
- These can be filled in directly on the tablet application by the AM or the SM.
- SM can also access these questionnaires through the Store Manager Portal.



Checklists

- Operations can also create dynamic predefined checklists that align with brand's guidelines and procedures.
- These checklists can then be used by the AMs to ensure the store follows these guidelines
- Checklists can optionally have scoring attached which allows to generate a scored report for each store visit.
- Store scorings are saved to Fimble for historical progress.

Merchandising

- **Take pictures** - AMs can use the iPad's built-in camera to take pictures of the store, products etc.
- **Tagging** - Each picture can be tagged with a single tap e.g. Storefront, BOH, Cashiers, Waiting area etc.
- **Central storage** - These media are all stored on Fimble's file management application after the tablet application performs a synchronisation.
- **Access** - These files can then be viewed and managed through the central file repository that allows filtering based on media and store data. For example, Show storefronts of low-performing corner stores in southern suburbs.





Staff Monitoring

Save significant time from preparing and sending your purchase orders to your vendors.

- **Staff list** - The staff list of each store is available to the AM's tablet application.
- **Staff information** - This allows the AM to access staff information which helps in better decision making, evaluation and more.
- **Staff management** - In case an employee is no longer working for the store or has just been recruited and is not already updated on the system, the AM can perform these tasks directly from the tablet application.



Equipment Monitoring

AMs can monitor a store's equipment and their respective detailed information together with maintenance history, status and cost.



Benefits

This allows the AM to use this information for making sure that:

- Equipment is accurately registered
- Equipment is well maintained
- Equipment maintenance is not delayed
- Equipment maintenance cost is within acceptable guidelines
- Equipment availability does not affect a store's workflow

Product Sufficiency



Product sufficiency aligned with the brand's guidelines ensure a better experience for walk-in customers.

Product Sufficiency allows the AMs to confirm that the store displays feature the right products in the right quantities for every time zone and report if differences are found.

Detailed Analytics

Detailed reporting provides business insights that allow you to run your business more efficiently.

A big set of reports includes analytics for:

- **Visit data**
- **Area Manager performance**
- **Supervisor overview**
- **Product sufficiency deficiencies**
- **Questionnaire & Checklist results**
- **Visit reports**
- **Evaluation scorings**
- **Equipment & maintenance reports**

Other Features

Competition tracking

AMs can monitor competitors and prices directly from the tablet app.

Offline Support

Tablet application offers offline support with connection and synchronisation status for uninterrupted workflow even in locations/areas with limited signal.

Scoring forms

Forms & questionnaires can include a scoring logic in order to provide score-based results per location, section or question.

Automatic visit reports

After a visit is completed, the system generates a visit report with all the details for sharing with supervisors or other members of the operations or management departments.

Fimble

Thank you!