



WAL★MART®

On Time, In Stock, Every Day

Customized training keeps merchandise flowing at Wal-Mart

From its small beginning in 1962 with one store in Arkansas to more than 4,600 stores worldwide and record sales of \$244.5 billion in 2003, Wal-Mart has been an innovative leader, recently being named the most admired company in America by *Fortune* magazine.

Wal-Mart has statewide presence in Georgia, occupying millions of square feet in distribution centers in Monroe, LaGrange, Macon, Statesboro, Douglas and, most recently, Carrollton. For more than 10 years, Quick Start has partnered with Wal-Mart on training for six Wal-Mart distribution centers, with the training customized to the particular needs of each center. For example, Quick Start has worked with the Wal-Mart Statesboro Distribution Center on three separate occasions. The services provided helped reduce turnover by more than half.

Much of the merchandise on the company's store shelves is funneled through these distribution centers, requiring them to operate full-throttle, seven days a week with a precise system in order fulfillment and inventory.

To keep Wal-Mart customers

happy, merchandise must be shipped on time and kept in stock. That's where Quick Start expertise helps: Training Wal-Mart's distribution workforce keeps merchandise flowing.

When Wal-Mart decided to build its Walmart.com distribution center in Carrollton, Bob Duron, regional manager of Wal-Mart Specialty, knew who to call, having joined the company after successfully running the Amazon.com distribution center in McDonough, where he had also worked with Quick Start.

"When we started Walmart.com in Carrollton, there were no tools or manuals on how to operate the system – it all had to be developed," says Duron. "We leveraged Georgia Quick Start to help us. I knew from working with them before that they have the infrastructure, knowledge, tools and skill set to help us accomplish our goals.


"I knew [Quick Start's] approach was to come in, assess the situation and get dialogue going about what we're trying to accomplish," he adds. "Within weeks, Quick Start project managers came in understanding the functionality of the system and the



Quick Start has worked with six Wal-Mart distribution centers over the past 10 years.

process flow... Quick Start is a very flexible, intelligent, sharp group of people working together toward a common goal.

"The impact of Georgia Quick Start on the learning curve was significant," Duron says. "Georgia Quick Start played a significant part in helping us develop the tools we need to get these people onboard quickly."

"Quick Start's training has been very good," says Sherethea Copeland, training manager of the Carrollton facility. "Their visual aids worked well and the training has been flexible, which is very helpful. At Walmart.com, things change daily. We're relatively new so we're constantly finding new ways to do things." 



Scenes from Wal-Mart distribution centers.