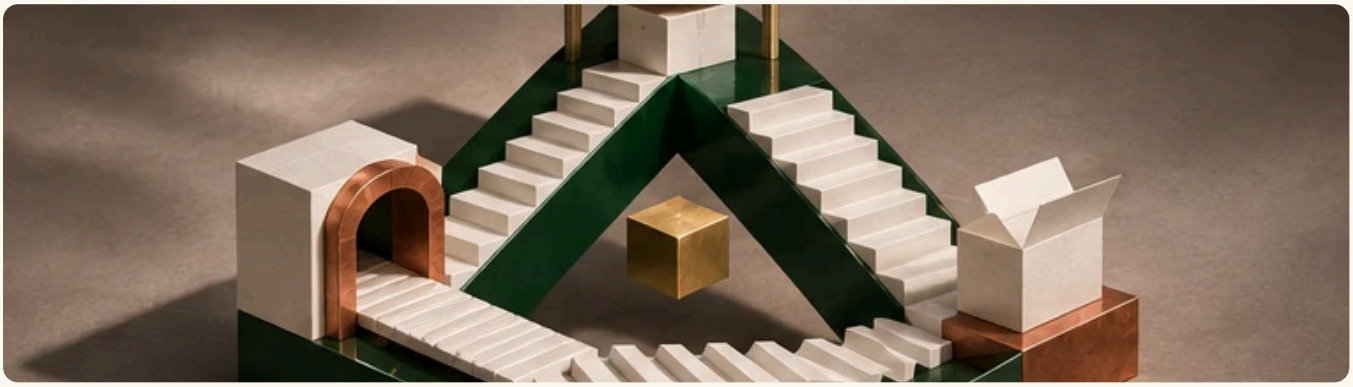
BUSINESS CASE WHITEPAPER · COM-030

Store operations redesign

Clarify who owns each handover across two sales channels.



The decision

Two sales channels share fulfilment and returns but responsibility changes mid-process.

What the fee buys

We map order-to-return work across two channels and deliver revised workflows, owners and a staff walkthrough.

When to commission

Commission if both channels participate and the staff walkthrough can reach the people doing the work.

SPARKLE SOLUTIONS GROUP LTD · Registered in England and Wales
71–75 Shelton Street, Covent Garden, London, WC2H 9JQ, United Kingdom
routineworks.co.uk · contact@routineworks.co.uk · support@routineworks.co.uk

SCOPE AND OPERATING CASE

How the work changes the decision

Starting position

A customer buys on one channel and asks for a return through the other team.

In this illustrative case

Map who owns the customer reply, stock update and refund decision at each handover.

Inputs and ownership

Map the current two channels, team roles, returns rules and common handover failures.

1. Map order-to-return work
2. Redesign responsibilities
3. Walk through the changes

Using the handover

Use the revised workflows to clarify which team owns each handover and escalation.

An alternative to buying

Document one handoff internally when the issue is confined to a single team boundary.

SPARKLE SOLUTIONS GROUP LTD · Registered in England and Wales
71–75 Shelton Street, Covent Garden, London, WC2H 9JQ, United Kingdom
routineworks.co.uk · contact@routineworks.co.uk · support@routineworks.co.uk

INVESTMENT AND EVALUATION

Test the case before approving spend

£2,499 GBP · one-time catalogue fee excluding applicable VAT

Full cost to the buyer

Subscriptions, platform fees, advertising and fulfilment charges are separate. Include the cost of preparing inputs, reviewing the output and implementing any subsequent changes.

A time-only comparison

At an illustrative £40 per staff hour, the fee alone equals 62.48 hours. Replace £40 with your own fully loaded hourly cost. Divide the full incremental cost by that rate to find your break-even hours. Count only effort you can reasonably avoid. This illustration predicts no saving.

What to measure

Track exceptions passed between teams without a named decision owner. Record a baseline before work begins. Use the same scope and definition at follow-up, and note changes outside this service.

Timing and dependencies

Pay upfront at the external checkout. You can prepare immediately. We track clearance and start intake when payment clears, which can take up to seven business days depending on the payment system. The estimate after start and receipt of complete inputs is 10–20 working days.

Approval test

Commission if both channels participate and the staff walkthrough can reach the people doing the work. Assign an owner for the handover and a date for checking the measure. If the inputs or owner are missing, defer the purchase.

Basis: Routine Works service specification COM-030, GBP catalogue fee and an illustrative working case. View service scope.

SPARKLE SOLUTIONS GROUP LTD · Registered in England and Wales
71–75 Shelton Street, Covent Garden, London, WC2H 9JQ, United Kingdom
routineworks.co.uk · contact@routineworks.co.uk · support@routineworks.co.uk