

Our Philosophy

LP programs and initiatives should never have an adverse impact on the Customer Experience, but rather complement the consumer's expectations. All implemented policies, programs and LP initiatives need to specifically target the 2% of the driving factors, while preserving the ultimate customer experience FOR THE 98%!

Customer Experience must be the top priority.

All LP and Safety programs being considered for implementation must never compromise the customer experience. This requires fully integrated "Operationally based" programs that continually evolve along with the Company strategy and initiatives.

LP Operating Plan Must Align with all key operating objectives of the company.

One of the most critical components/attributes of the LP Leadership team is the ability to foster and develop cross functional relationships throughout the Enterprise. When LP Leadership demonstrates strong working knowledge of all operating plans across the enterprise, i.e., merchandising, operations, finance, HR, Legal, they will be assured a "seat at the table" when all key decisions are made and be viewed as a valued business partner by the key stakeholders.

Create a Mission Statement.

The right Mission statement will ensure absolute clarity across the entire LP team, top to bottom, as to its ultimate purpose and strategic alliances with all key business partners. One vision, one message, one ultimate goal is the key to consistent success for any organization!

Measure everything.

What gets measured gets managed, and what gets managed improves. If you aren't measuring your performance throughout your business, it is difficult to pinpoint weaknesses and improve. It is hard to correct an issue and find a solution unless you know the specifics of the problem. With the right Business Intelligence system, all the information from applications and programs you already use automatically and in real-time is entered and analyzed so you can quickly see, manage, and improve your performance. Importantly, you not only measure performance so you can improve it, but you instantly spot weaknesses in your company where you should focus your attention.

Recognize Success.

It is extremely important to celebrate and recognize achievement of milestones in an organization, for employees who help contribute to the long-term success of the company. Recognition of successful completion of goals should come in a timely manner and in a public format.

Building recognition programs that encourage and award employees for reaching common goals is also important to the team and organization's success. A public recognition is more powerful than a private one.

Team celebrations lead to establishing camaraderie within an organization and lead to higher employee morale and great team building. Building a great team and taking pride in your team's success go hand in hand. Take time and efforts to celebrate success with your people. Develop team-oriented goals

where when the company succeeds all employees are a part of the win. Whenever one achieves a goal, acknowledge your appreciation timely and publicly. Recognizing employee and team achievements and you will reap the rewards from their motivation and loyalty.

Your employees are your most powerful force.

Making an impact on your business begins with your most powerful force – your employees. Shrink & Safety Solutions Team conducts a thorough review of your hiring processes and procedures, training, and development programs, mentoring and retention processes (to include succession planning and people development) in order to identify gaps. We work to insure you have the key elements in place for finding the best qualified employees, on-boarding and sustaining a productive workforce. We believe in making sure the right person is in the right position in your organization to benefit the person and the organization.

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