

Retail managers will automate tasks with process management platforms to improve efficiency in 2025, says mpro5

9 months ago



Paper based processes for in store checks leave no time for managers to focus on critical tasks to enable a store to function efficiently.

Some UK retailers are still relying on paper-based processes for daily checks, leaving many stores open to unresolved mistakes. Paper-based processes, such as fridge temperature lists, are untraceable, making it impossible for store managers to confirm whether they were completed correctly. According to [mpro5](#), the digitisation of process management is on the rise as retail managers look to manage store compliance and save time.

Phil Meyers, CEO of mpro5, said, “Store managers simply do not have the time to go around completing daily checks and often offload them to colleagues. Paper checks are offered, signed and placed in a folder being audited 6 months later. Yet issues may have arisen with such checks and festered from staff members stating they completed checks but may have not. Subsequently, paper-based checks leave no evidence on whether checks have been completed when delegated.

“Process management platforms provide a simple-to-use application enabling store managers to complete checks on a digital device. Through this digitalisation, managers are able to prove and track checks with location and signature tracking. This also paves the way for in-store automation with the establishment of onward tasks. For instance, if a piece of equipment is broken, it can be logged digitally automatically, creating a job for the in-store maintenance team.”

Time is an ongoing issue within retail stores, with managers needing to be in multiple places. Process management platforms are reducing the time it takes for issues to be resolved for UK retailers, making teams more efficient and reducing the number of staff needed to complete simple tasks.

Meyers continued, “When it comes to compliance, managers can actively review report dashboards on a digital device to identify all the non-compliance in store. This saves time and prevents a future compliance domino effect, enabling managers to identify those who have completed the correct checks.

“As technological innovations across the retail industry continue to evolve, so should retailers. Paper-based processes halt efficiency and often lead to compliance complications, with staff members taking advantage of not being monitored. In 2025, retail managers will sleep better at night with process management platforms automating tasks for their employees, making their stores more efficient and compliant”, concluded Meyers.