

Why can you Trust your Rollout/Transition to Quantum Services? We have done it successfully many times before.

Quantum Services takes pride in the fact that we are the only national inventory firm that provides audits to convenience stores, exclusively. We have conducted more than 1,700,000 C-Store audits. As a result we have created the most sophisticated and efficient tools and systems in the industry. We complete over 5000 C-Store audits a month via 57 divisions in 38 states. Some clients have one store; others have dozens, hundreds, or even thousands of stores.

We have the infrastructure for expansion and growth to go anywhere our clients need us.

Rollout Experience:

Quantum Services has completed many large-scale rollouts over the years. We know the issues that need to be managed, and we know the questions that need to be answered for transitions large and small.

A few highlights of store rollouts from past years:



250+ Sunoco franchise locations in current QS divisions



700+ Pantry locations in four new markets



900+ BP/ampm locations in current QS divisions plus four new markets



125 locations



450+ locations in ten new markets



400+ locations in five new markets

In addition Quantum has transitioned other large C-Store chains from financial to item level scan audits:



350+ Chevron corporate and franchise locations



1500+ BP/ampm corporate and franchise locations



800+ locations



QS has worked with Sheetz in their **350+** locations for over **14 years** on the item level audit program

Quantum Services has the most C-store experience and the most item level scanning expertise for both corporate and franchise locations.

Transition Plan

Introduction: Quantum Services' Pledge

- Clients can expect:
- Quantum to make the Client successful and to make the Client's work easier and more satisfying.
 - To receive Quantum's full commitment and the capacity to achieve a successful roll-out.
 - To learn about Quantum's systems and processes that are in place for:
 - Hiring, training
 - Every aspect of audits and reporting
 - To know how we trouble-shoot and fix problems, both in the daily audits and in the monthly Business Review Meetings.
 - 100% Satisfaction Guarantee

Within 2 weeks after Quantum has been selected as audit service

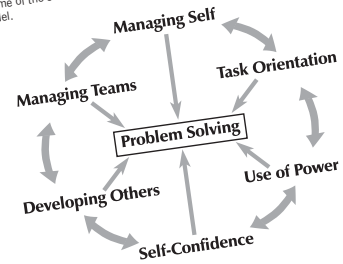
- Develop Audit Procedures for Client
- Determine Schedule by geography and number of stores in each transition block.
- Establish clear expectations for rollout and determine the criteria for judging success:
 - Clearly identify the Critical Success Factors we are going to measure, and the key check points:
 - Audits scheduled by 5 PM
 - Audits completed by 5 PM
 - Weekly debriefings taking place
 - Etc.
 - Communication Plan
 - Who, what, when, where, why.
 - Use of Issues Log
 - Determine Client roles and OS roles
 - Accountability
 - Determine Client Team:
 - Accounting
 - Operations
 - Audit
 - Other
 - Share Quantum's track record with roll-outs to help Client sleep at night:
 - Brief Client on the reality of hiring a great audit service:
 - Shrink will go up at first
 - A few things will go wrong, mistakes will be made
 - We will fix the problems & continually improve the process so there are fewer and fewer mistakes
 - We will have consistent leadership dedicated to the roll-out
 - Our 100% satisfaction guarantee

Management Skills Model

This **Management Skills Model** is rooted both in the field experience of the company and in research on managerial excellence. Management is understood to be **getting things done with and through other people in such a way that company goals are met and people are empowered.** Thus, management has both task and people dimensions.

In the center of the skills model is **Problem Solving**, a process by which each of the other skills is used to address task or people issues. The model shows arrows from each skill to every other skill which indicates their interdependence.

Outlined here are some of the skills and behaviors which managers show when they have mastered each of the skills in the model.



Problem Solving
IDENTIFY CAUSAL FACTORS IN ISSUES WHICH DEMAND RESOLUTION AND TAKE REQUIRED ACTION.

- Identify causal factors which cause the problem.
- Define the problem, not its symptoms.
- Explore possible alternatives and choose the best one.
- Implement the chosen alternative.
- Evaluate the effects of implementation to be sure the problem no longer exists.

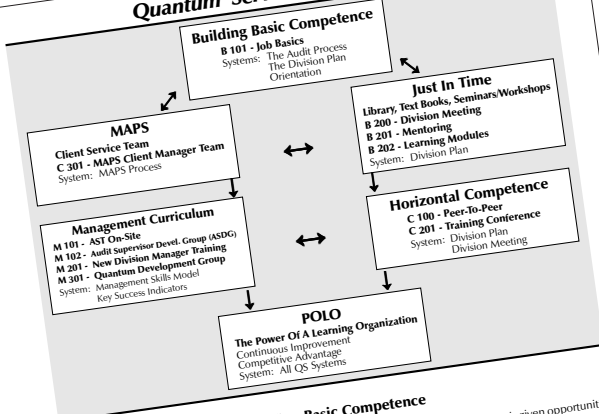
Managing Self
USE ONE'S STRENGTHS, SKILLS, INSIGHT, AND STAMINA TO MEET JOB DEMANDS.

- Identify one's strengths and weaknesses in relationship to the demands of a particular job.
- Take action to use one's strengths in effectively meeting job demands.
- Take action to compensate for and/or overcome one's weakness in addressing job demands.

Quantum Services Curriculum

MAPS

Quantum Services Curriculum



Building Basic Competence

The **Quantum Services Curriculum** is a comprehensive plan through which each employee is given opportunities to build skills to achieve excellence. It begins with **The Orientation Process** in which the new employee learns the skills, techniques, and values which lead to success for company and client. Quantum Services is a company dedicated to learning. Thus, each day provides a new opportunity to understand a client and provide value, to improve productivity, and to build strong teamwork.

Job Basics involve the fundamentals which are required for every inventory. Learning **"The Basics"** continues because client needs change, technology is upgraded, systems are improved, and greater skills make innovation and change possible. Each of the other **Curriculum** segments helps employees build upon **The Basics**.

B 101 - Job Basics

The job is learned in the stores under the guidance of division leadership who is familiar with the basics of taking inventory and knowing what clients value.

Key Elements Are:

- Counting Accurately
- Effective Technology Use
- Productivity Achievement
- Team Support
- Store Manager Support
- Quantum Services Values

Initiative: Division Support: Audit Process, Division Plan

Audit Supervisor

Auditor TOOL KIT

Job Element	Expectation (Standards of Performance)	Selected Tools
Master the Counting Process	<ul style="list-style-type: none"> Follow the Audit Process at each audit Learn best practices for accuracy and productivity Master QIC Functions 	<ul style="list-style-type: none"> Audit Process Card QIC Training Guide
Count All Areas of the Store	<ul style="list-style-type: none"> Develop mastery of each store section 	<ul style="list-style-type: none"> Counting Tip Sheets: <ul style="list-style-type: none"> General & Storage Areas Cooler Doors Special Items
Be an Effective Team Player	<ul style="list-style-type: none"> Work effectively with crew members to meet client store requirements Be proactive in supporting crew members and share what you know Communicate all concerns to Audit Supervisor or Division Manager concerning QS or clients 	<ul style="list-style-type: none"> Audit Process Card Client SPECS* Division Notebook*
Interact with Store Personnel	<ul style="list-style-type: none"> Be friendly and professional with store personnel 	<ul style="list-style-type: none"> Why do our clients need audits?
Demonstrate QS Values	<ul style="list-style-type: none"> Learn and understand each value Model the values at each audit 	<ul style="list-style-type: none"> Values / I CARE (back cover)
Continually Build Skills	<ul style="list-style-type: none"> Identify skill building targets each week and complete them Build upon prior achievement to achieve more 	<ul style="list-style-type: none"> Frequently Asked Questions Three week Plan for Auditors

* These items are not included in this packet and will be provided to you by your Division Manager.