Qamar Nawaz: I'm Qamar, Store Manager at Dairyground road. I'm here in my warehouse today. When I started, this warehouse was chaotic. Every day, even after doing a twelve hour shift, you'd feel like you'd achieved nothing.

It didn't give you that job satisfaction, and the team felt under pressure and stressed doing the same thing every day without achieving anything. I felt sorry for customers as well because that isn't how we operate at the Co-op.

It was also affecting the availability of the store, staff morale, and the customers were being impacted as well. They were probably losing trust in the store.

At that point I tried to observe the store for a couple of weeks, and it didn't feel like a store I wanted to run. I felt under pressure, so I said to myself 'you can't go on like this forever, you've got a life, you've got children, your team have families, and you can't go on like this forever. You'll put yourself under stress, and your team'.

So we invested some hours in the store to reset the standards to acceptance level. We've done some overnight shifts, shown the team what good looks like, what sort of standards we should have, and what benefit it will add to the store, our team and our customers.

Straight away we started to see the benefits, the team started to feel it, the figures started to come together, and it felt like everything was coming together. I started to feel better, when I was leaving work I was feeling like I'd achieved something, my team are happy, my customers are happy, they're getting what they want. And again, the sales started to come. The store was doing negative like for like and it's started to turn positive.

Daniel Johnson: We're quite new to the team, me and Qamar. We spent a lot of time in the warehouse straight away because we knew we had a lot to fix, and we've embedded that into the team to make sure the team have been trained to keep the standards up, basically, and not let standards slip.

And now it's more of the team that are talking about the warehouse to us a lot more. I don't spend hardly any time in here myself, because the team are just doing it generally themselves as well.

Doing your gap scans are a lot easier, because we can identify the stock and see where things are a lot easier. Stock counting is ten times easier because the items are right in front of you, they're all in order, it's sectioned off so it's very good to come up and identify things that you'll know will go straight out and you aren't having to search behind products, or on top, it's just a lot easier that way.