



THE UNIQUE WORLD OF
PRINCESS AUTO

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To whom it may concern:

Princess Auto is a Canadian Retailer with 25 retail stores serving over three million customers a year. Through our stores, coast to coast Mail Order Service and Manufacturing Division, we market unique, comprehensive lines of quality hardgoods at competitive prices. Our customers are hands on users in rural, industrial and urban markets. It is my pleasure to recommend OEM Consultants to any organization determined to implement change.

We hired OEM Consultants to lead us through a 10 week pilot Lean Store implementation at our Panet Road Store in Winnipeg. OEM helped us create a custom plan, suited to our unique retail business and culture, and gave us unwavering support and encouragement. OEM brought out the best in our team leaders. They challenged us to be better, dream bigger and gave us the tools to get there.

Some highlights of our project (after only ten weeks) include: creating an inventory control system which doubled the capacity of our warehouse (without constructing any new space), cut search times for sales items in the store almost in half through the implementation of visual systems, and increased the number of items displayed in a pilot area from 147 to 253. We have adopted the Lean Thinking principles that OEM has shared with us and are moving ahead.

OEM has demonstrated the highest degree of professionalism, commitment, and drive in helping us create change at Princess Auto.

Sincerely

Michael Leach, MBA
Senior VP Retail Operations
Princess Auto