

# 12 Process Levers to Accelerate Your CSR Objectives in 90 Days

## 1 Centralize data in a unified platform

**Objective :** eliminate discrepancies between systems (POS/OMS/WMS/e-commerce) and work from a single, reliable source of truth.

**Expected Result :** reduction in stockouts and overstock.



## 2 Activate real-time stock visibility across all points of sale

**Objective :** track every movement (sales, returns, transfers) precisely without manual correction.

**Expected Result :** 10 to 20% reduction in unsold inventory



## 3 Deploy logistics orchestration rules based on distance and real availability

**Objective :** automatically select the most carbon-efficient shipping point

**Expected Result :** decrease in last-m distance and cross-shipping flows.



## 4 Structure stores as logistics hubs

**Objective :** prepare orders as close to the customer as possible (Click & Collect, Ship from Store).

**Expected Result :** immediate reduction in kilometers traveled and return rates.



## 5 Intégrer le recommerce dans les flux existants (rachat, contrôle, remise en vente, recyclage)

**Objective :** trace every repurchased unit and rapidly reinject products into a circular cycle.

**Expected Result :** increase in second-hand resale rates.



## 6 Automate product lifecycle management via unified data

**Objective :** monitor item condition, quality, repairability, and rotation.

**Expected Result :** measurable extension of average product lifespan.



## 7 Generalize e-receipts and digitize proof of purchase

**Objective :** eliminate unnecessary paper printing

**Expected Result :** decrease in paper consumption and improved CRM data quality



## 8 Deploy mPOS/SoftPOS to reduce hardware footprint

**Objective :** replace traditional card terminal and cash registers with mobile terminals.

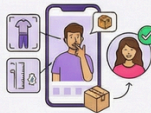
**Expected Result :** reduction in IT hardware footprint.



## 9 Implement "anti-return" customer journeys (recommendations + in-store personalization)

**Objective :** help the customer choose the right product the first time.

**Expected Result :** drop in return rates and logistical waste.



## 10 Integrate a "repair/workshop" partner API into the unified system

**Objective :** automatically route products to the correct repair channel.

**Expected Result :** increase in the recovery rate of items.



## 11 Reduce technical debt via a composable/API-First architecture

**Objective :** replace tool stacking with lightweight, interchangeable modules.

**Expected Result :** lower costs, energy consumption, and maintenance operations.



## 12 Create an operational CSR dashboard linked to POS/OMS/WMS

**Objective :** measure rotation, avoided emissions, average lifespan, second-hand rates, and digitization percentages in real-time.

**Expected Result :** factual CSR management based on weekly actionable indicators.

