

Uniform Shop Review (June – September 2019)

1. RETAIL PRICING REVIEW (Leigh Passfield, Karen Hamilton, Wendy Mahbubani)

TGSHS uniform pricing was consistently lower than the average of five neighbouring schools. It was therefore resolved at the P&C General Meeting (10 June 2019) that prices would be increased across the board to reflect more competitive pricing for uniforms and thus increase profitability of sales on all items. New prices were adopted at the beginning of Term 3. A new price list was published and made available at the Uniform Shop and on P&C website.

Issues

- Old model of pricing
- No written pricing guidelines from P&C

Recommendations

- Document supplier costings centrally and keep regularly updated.
- Established written pricing mechanism with minimum profit margin, considering neighbouring school prices.
- Review prices annually during term 2 and update price list effective beginning of Term 3.

2. UPDATE SCHOOL LOGO (Wendy Mahbubani)

The school logo was changed approximately three years ago. Uniforms had not been updated with the new school logo. The new school logo (embroidery samples approved by the Principal 27 June 2019 - [see attached](#)) was updated for all uniform orders received after 1 July 2019.

Issues

- No logo specs recorded
- Communication with supplier

Recommendations

- Logo and garment specs need to be centrally recorded.
- All supplier correspondence must be by email or phone call/follow up confirmation email to reduce ambiguity over what has been communicated (*advised by Secretary as Line Manager Aug 2019*)
- Correspondence must be simple and explicit with photos or documents as needed.
- Training for convenors to proactively manage suppliers and P&C members - chase for deadlines and monitor responses (possibly using a task list of outstanding items to manage workflow)

3. IMPLEMENT ONLINE ORDERING SYSTEM (Trish Dunn)

Sabre soft launched the online shop in Term 3. The spare changing room (an under-utilised storage area at the time) was suggested as an online order storage area. Suzannah O'Brien has prepared some photos for the website.

Issues

- Uniform convenors identified need for extra hours to process online orders (Uniform Shop Report dated 31 July 2019). This was discussed at the August P&C (12 August 2019) but members were advised that no more than six small orders had been received per week since the soft launch.

Recommendations

- Follow with Suzannah O'Brien regarding photos sent to date and give feedback.
- Review online system in Term 4 before the busy season to assess whether any modifications are needed.

4. STANDARDISE PROCESSES FOR UNIFORM ORDER REQUESTS AND APPROVALS (Wendy Mahbubani and Trish Dunn)

The review of this area is far more involved than originally anticipated and extends to daily operations of the uniform shop including stock purchasing, inventory management, record keeping and general management. These areas have highlighted some significant issues.

Issues

- Convenors have no access to past sales data
- Inventory management processes (stock on hand, stock minimums)
- Purchase Order system processes (manual, ad hoc, not centrally stored, approval delays, invoice reconciliation with purchase orders)
- Purchase Order approval process is time consuming
- Stock is being held in supplier's warehouse to reduce financial commitment burden
- Formal stock take procedure has not been explicitly communicated and documented with inventory processes (*explicitly communicated by Treasurer 20 June 2019*)
- Discontinued stock taking up space in uniform shop

Recommendations

- Sales data support from P&C for convenors
- Centrally accessibly sales and ordering data
- Minimum stock levels are set for core items
- All purchase orders are recorded in one place
- Set up inventory management and purchasing processes documentation (from purchase orders through to invoice)
- Training for convenors to manage inventory using new inventory management and purchasing processes

- Compile list of discontinued items to sell at Y7 Information Evening or during holidays and thereafter write off

5. REVIEW OPERATIONS OF UNIFORM SHOP (Pending)

This section of the review identified research into the operations of comparable state high schools in our area. Only one state high school (Mitchelton State High School) has been visited to date due to limited availability of P&C representatives and the workload of the review thus far. Mitchelton SHS Uniform Shop caters to a smaller student population (i.e. less than 500) and has a shop approximately half the size of TGSHS. It was observed that the school has a sample rack for students to try on popular sizes.

Recommendations

- Further visits need to be planned to gather more information from neighbouring schools

6. UPDATE SECOND HAND UNIFORM POLICY AND PROCEDURES (Pending 5 above)

7. SUPPLIER REVIEW (Pending 5 above)

Issues

- Skirt/skort measurements are not consistent. Neither are trousers/shorts

Recommendations

- Gather sizing information of all our items in stock to assess quality control (*Uniform convenors have already started this process Aug 2019*)
- Measure three samples from different sections of each new delivery batch)



The Gap State High School
Parents and Citizens Association

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NEW LOGO ADOPTION APPROVAL

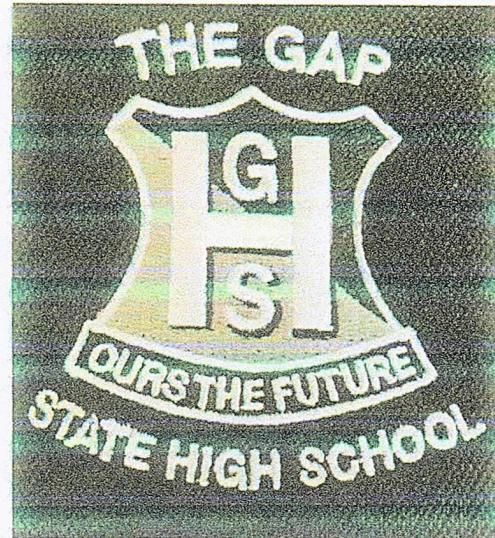
New Logo ✓

(for orders received after 1 July 2019)



New Logo ✓

(for orders received after 1 July 2019)



Approved by Principal: gmc lauchlan (Signature) 28/6/19 (Date)

Approved by President: luy B. West (Signature) 28/6/19 (Date)

Previous Logo ✗



Previous Logo ✗

