A NEW REPLENISHMENT HANDOFF / PLANNING WEEK 0

Make the change work for people.

A practical rollout plan for store teams and the people who support them.



AI-generated illustration of a fictional team; not evidence of implementation.

Start small. Listen before expanding.

Use North stores and Support office as the proposed first wave. Support office has four checks clear in the fixture; North still needs an observed practice run. Wave 1 is therefore not ready to release.

Issued by Luma Grocer, with Tend Studio. All counts and readiness states are authored examples. Open the adoption hub ↗

01 / KEEP THE DENOMINATOR IN VIEW

A plan is not proof of adoption.

72/86
People assessed

47/86
People trained

38/64
Active / eligible in the fixture period

COHORT	ASSESSED	TRAINED	ACTIVE / ELIGIBLE
North stores	24/24	18/24	16/22
Central stores	22/30	12/30	9/20
South stores	14/20	7/20	5/12
Support office	12/12	10/12	8/10

Three different measures

Assessment coverage shows whose situation is understood. Training completion shows exposure to instruction. Active use uses a separate eligible denominator. None proves that the workflow is working well.

No real people, events or survey responses are represented. Fourteen people remain unassessed in this fixture. Completing a proposed action never changes these baseline counts.

02 / RELEASE BY EVIDENCE, NOT A DATE

A small wave with a clear gate.

Wave 1 / North + Support

36 people. North stores need an observed practice run. Support office has all four checks clear. The wave remains held until every included cohort passes all four checks.

Wave 2 / Central + South

50 people. Complete missing assessments, resolve support arrangements and observe practice. Do not assume readiness transfers from the first wave.

READINESS CHECK	EVIDENCE TO REVIEW
Owner named	An accepted, reachable local owner.
Access ready	The right team members can use the workflow.
Support ready	Coverage, escalation and response are agreed.
Practice observed	An end-to-end handoff has been observed and reviewed.

Clear, needs work and not assessed are separate states. The app tests a proposed wave membership against the unchanged baseline. It cannot launch a rollout.

03 / SUPPORT THE NEXT REAL ACTION

Give each gap a person and a next step.

ACTION	RESPONSIBLE ROLE	TIMING
Rehearse the replenishment handoff	North area lead	Before wave 1
Complete missing readiness conversations	Central area lead	Before wave 2
Confirm shift cover for team practice	Central area lead	Before wave 2
Name the local support contact	South area lead	Before wave 2
Observe one end-to-end practice run	South area lead	Before wave 2
Review first-week exception patterns	Support lead	After wave 1

Practice should include a normal handoff, a missing-item exception and the route for getting help. Observe the work, then ask what was unclear or difficult. A completed training session is not a substitute for observed practice.

Local completion is only planning state

The hub can tick proposed actions and preview a communication. It does not update a learning system, record employee performance, send a message or change evidence status.

04 / MAKE IT SAFE TO ASK FOR HELP

Explain what changes. Make support visible.

Team briefing / draft

We are preparing a clearer replenishment handoff. Before your wave starts, your area lead will arrange a practice session, confirm access and show you how to raise an exception. Please bring the parts of the workflow that feel unclear to the session.

No start date is confirmed in this planning example.

Before the wave

Confirm all four checks. Review missing assessments. Make the local support contact and escalation route easy to find.

After the wave

Review exceptions and observed work. Compare use with eligible population. Ask what changed for the team before choosing the next wave.

Decision owner

The rollout sponsor decides whether to proceed, based on current evidence and operational cover. The hub supports that conversation; green checks are not an automatic approval.

Adapt the communication with real owners, approved dates and contact details before use. The fictional fixture contains none of those approvals.