



WAREHOUSE MANAGEMENT | WORKFORCE SOLUTIONS

To: All Operations Team Members

From: Knowledge Transfer

Date: 01-Aug-2025

Subject: Collaboration on Process Review and Updated Onboarder Role

Dear Team,

As part of our collective efforts to enhance operational efficiency and improve our customer experience, we are pleased to share an initiative jointly supported by the operations and strategy teams.

Process Review Initiative (Starts August 4, 2025): We will begin a collaborative process review across departments to better understand our current workflows and explore opportunities for alignment, clarity, and enhancement. This will help ensure that we continue to work effectively together and respond to business needs with agility.

Key Activities:

- Mapping current processes with team input
- Facilitating review workshops with relevant process owners
- Identifying areas for refinement and removing redundancies
- Proposing updates for feedback and approval

We value your operational expertise and invite you to share your insights during the review sessions related to your team's work. This effort is not about replacing existing approaches but enhancing them with your frontline experience at the core.

As part of this initiative, the onboarder role will begin supporting the process review from a documentation and analysis standpoint. Their role includes facilitating workshops, gathering data, and drafting improvement proposals in collaboration with process owners and leads.

We appreciate your openness and collaboration as we move forward. If you have any questions or suggestions, feel free to connect with the Knowledge Transfer Team.

Thank you!

Knowledge Transfer