



The better your business systems are, the better the performance information you share with your staff will be. If your current systems are lacking in this regard, any investment made in a system that will quickly generate the data you need will be recovered as you improve the performance of your business. The analogy I often use is cars; it wasn't that long ago that if your vehicle wasn't performing, the mechanic would need to spend time identifying the source of the problem. With a modern vehicle, the mechanic plugs the car into a computer that precisely identifies the issue. We should be able to do this in our business.

Communicate Regularly

We must have regular discussions with everyone about how they are performing.

Depending on the circumstances and role, these might be casual and brief, but don't make the mistake of reviewing performance only when it needs improvement. A chat when we do well encourages us and makes less positive discussions, when they arise, more palatable.

As a business owner, you can set goals and measure your team against them regardless of your business system, but it's easier if you have a fully integrated business management system such as RFMS. RFMS allows you to quickly access and report the information you need to manage performance. If you want to see how RFMS might help you improve your business, we would be happy to arrange a demo and discussion. ▲

Each one of our team can benefit from measurement; they might appear to be doing okay, but if they are not being monitored against goals and standards, they are most likely underperforming.

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Successful resin flooring in retail projects

Brought to you by Resin Flooring International

With the 'Five Rs of Successful Resin Flooring' introduced in the January issue of *Flooring Magazine*, we wanted to follow up with a real-life example of these principles in practice.

By taking a closer look at the national rollout of Foot Locker stores that is still underway, we will paint a better picture of how this approach works and, importantly, demonstrate how some common challenges can be overcome through adoption of the Five Rs process.

The Right Specification

Specifications are often put together as copies of past projects that are deemed similar in some way, with many also allowing the use of equivalent products. While this may result in a quicker and easier specification, it introduces a lot of grey area and ignores the requirements of the project at hand.

Much of this project-to-project detail that must be considered, especially in a retail environment, involves the subfloor. It might be a new floor, but the reality is most installations are in stores that have been subjected to a rather brutal de-fit. Existing floors on these projects are typically a combination several levelling compounds that are extensively damaged from jackhammers and other demolition equipment. Stairs and steps may also need to be re-built and ramping is often required.

Rather than just choose another system and leave it up to the installers to make it happen, the team at Foot Locker worked with an epoxy flooring manufacturer, Real World Epoxies, right from the start to address these

issues and clarify expectations around design, performance, safety, cleaning, slip resistance and lifespan. The result was a thorough specification that would allow installation to be carried out across many of their large stores (including in New Zealand).



Above: What worked on one floor may not work on another

The Right Flooring System

With a clear understanding of their existing floors and the direction they were looking to take, the task of connecting Foot Locker with the right resin flooring system became much easier.

Being a national retailer looking for a seamless resin finish, however, meant there were a few other boxes that needed to be ticked.

On the top of this list were forgiving application techniques to make sure the floors could be applied safely and effectively in shopping centres, regardless of location. The smooth, decorative floor they envisioned also had to be able to cope with transitions and ramps without affecting form or function. In one store, the ramp was a lot steeper than the standard 1:100 gradient and slip resistance was also required at the entrance.

In the end, a 2mm trowel-down epoxy flooring system with a rustic concrete look and custom Tungsten colour was developed to fit the fully formed specification. A polyurethane topcoat with matted finish was also incorporated to provide a low-maintenance floor that was well-equipped to handle the daily wear and tear.



The Right Preparation

Inadequate surface preparation is a major cause of early flooring failure, so it must be done well. The right preparation, however, is more than hitting every floor with a grinder. Rather, it's about confirming on every project that the standard preparation for the system being installed is indeed suitable.

For the Foot Locker system, the standard requirement was a concrete surface profile (CSP) of 2-3 established through diamond grinding. But, achieving this wasn't always so straightforward.

In some cases, the destructive de-fit process created much greater texture in the concrete and, in others, cementitious levellers were required to re-build damaged sections of floor. One of the stores required over 45 tonnes of leveller to be installed on the first floor of an inner-city building – a tough ask when working with limited hours and at night!

Although these are project management challenges as much as anything, considering how surface preparation will contribute to these is critical so all contingencies can be addressed, and tight shutdown schedules honoured.



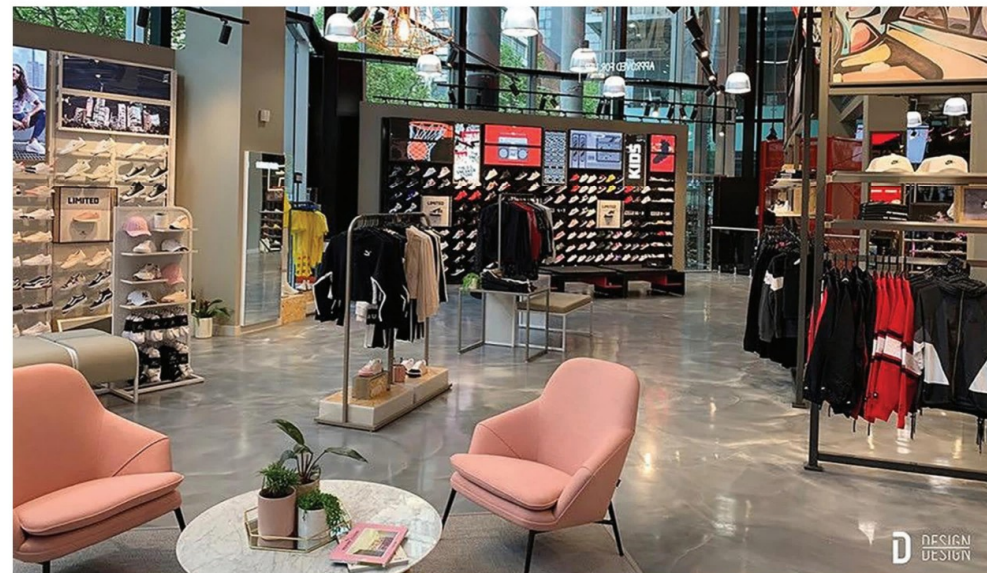
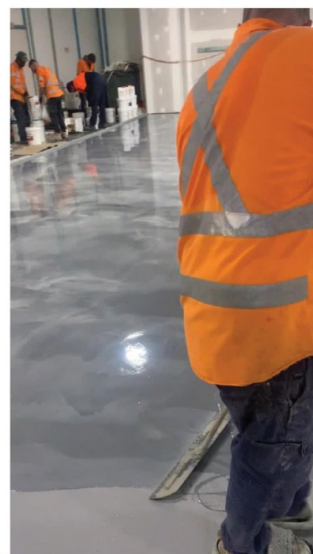
The Right Installation

Retail environments are typically very demanding, and the right installation is about assembling a quality team of installers that can do the work.

The pressure to get a lot of work done in a short space of time – often outside of normal hours – also calls for a larger team that's well organised. Having the right number of people onsite, however, is only productive if they are trained in the system being installed. On-the-job learning is certainly not advised when it

comes to decorative systems or large projects in retail environments.

Ideally the installation team is highly skilled and experienced as well. A couple of Foot Locker stores had special features that needed to be embedded seamlessly into stairways; a level of craftsmanship not every installer can offer.



The Right Process Management

Rolling out new floors for a national retail chain across Australia and New Zealand means you have got to get process management right.

There's an old proverb that says: "A blunt pencil is better than a sharp memory". In a resin flooring context, this means you need to have a clear process to follow from start to finish, and the ability recording every detail along the way, such as progress photos/videos, batch numbers, climatic conditions, and approval signatures at critical hold points.

Having such records not only helps address any issues that may arise over the lifespan of the floor, but it also enables the process to be optimised over time. In the case of Foot Locker, invaluable lessons were shared from project to project, and this meant significant challenges were able to be more easily overcome, or avoided entirely, as the stores rolled out.

While we have only touched the surface, you can see there's so much more to retail floors than just a decent specification. With so many variables to contend with, the best chance you have of getting a great result – on time and on budget – is by engaging with manufacturers and following a complete method like the Five Rs. ▲

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