This is a complete, slide-by-slide breakdown with full content details, suggested visuals, and precise design directions for each slide in the deck.

**Slide 1: Title Slide**

• **Title:** Operational Improvement for Walmart-CRST Refrigeration Warehouse Services

• **Subtitle:** Date: [Insert Date], Time: 8:00 AM, Location: Walmart Offices, Bentonville, AR

• **Content:** This slide should set the tone for the meeting, introducing the purpose and context.

• **Visuals:** Walmart and CRST logos, high-quality background image of CRST trucks or a warehouse scene.

• **Design Direction:** Center title and subtitle, with logos positioned symmetrically. Use corporate colors (Walmart blue, CRST gold) for title text and any accents.

**Slide 2: Meeting Purpose**

• **Title:** Meeting Purpose

• **Content:**

• “The purpose of this meeting is to evaluate ways to improve operational efficiency, reduce costs, and streamline the Walmart-CRST Refrigeration Warehouse Services program to support remodel and Cap-Ex projects.”

• **Visuals:** Three icons representing:

1. Efficiency

2. Cost-saving

3. Timely Delivery

• **Design Direction:** Arrange icons in a horizontal row, each with a short label underneath. Minimalistic layout with clear, readable text, using Walmart and CRST branding colors.

**Slide 3: Objectives of the Meeting**

• **Title:** Objectives

• **Content:**

• **Objective 1:** Align CRST processes with Walmart’s operational standards to meet project requirements.

• **Objective 2:** Identify and prioritize opportunities for improvement in warehousing, inventory management, communication, and reporting.

• **Objective 3:** Ensure consistent, effective communication between Walmart, CRST, contractors, and vendors.

• **Visuals:** Three icons arranged vertically, each representing one of the objectives with brief labels next to them.

• **Design Direction:** Emphasize each objective with bold text, icons, and short descriptions to enhance clarity.

**Slide 4: CRST International - A Leader in Transportation and Logistics**

• **Title:** CRST International - A Leader in Transportation and Logistics

• **Content:**

• Overview of CRST’s history, capabilities, and position in the logistics industry.

• **Key Stats:**

• Founded in 1955

• Over 4,500 tractors and 9,000 trailers

• 5,000+ employees across multiple divisions

• Diverse services for high-value logistics and transportation

• **Visuals:** CRST headquarters picture; icons with brief labels for fleet size, employee count, and services.

• **Design Direction:** Use a bold layout to communicate CRST’s size and reach, with the U.S. map providing visual grounding.

**Slide 5: CRST’s Core Services**

• **Title:** CRST Core Services and Capabilities

• **Content:**

• **Dedicated Transportation Solutions:** Custom fleet solutions for long-term clients.

• **Expedited Services:** Rapid, coast-to-coast delivery using team drivers.

• **Flatbed and Specialized Freight:** Handling oversized and high-value cargo.

• **Final Mile Services:** Delivery solutions to homes and businesses.

• **Logistics and Brokerage Services:** Comprehensive transportation management.

• **Visuals:** Icons for each service with a brief, single-line description below.

• **Design Direction:** Use Walmart blue or CRST gold for each service title; icons should be simple yet visually impactful.

**Slide 6: CRST Specialized Solutions - Expertise in Complex Logistics**

• **Title:** CRST Specialized Solutions - Meeting Unique Needs

• **Content:**

• Focus on CRST Specialized’s expertise in handling sensitive and high-value shipments across sectors, including retail, healthcare, and technology.

• **Specialized Services Include:** Warehousing, inventory management, climate-controlled facilities, and high-security protocols.

• **Visuals:** Process flow diagram showing stages (e.g., warehousing to delivery); add icons representing sectors served.

• **Design Direction:** Use arrows to show progression from warehousing to delivery, labeling each stage. Emphasize CRST’s specialized capabilities with icons for each sector.

**Slide 7: CRST Specialized Capabilities**

• **Title:** CRST Specialized Capabilities

• **Content:**

• **Warehousing & Inventory Management:** Detailed storage protocols, regular cycle counting, and secure facilities.

• **Just-in-Time Delivery:** Accurate scheduling based on project demands.

• **Value-Added Services:** Services such as packaging, labeling, kitting, and assembly.

• **Technology Integration:** Real-time tracking and reporting for enhanced visibility and control.

• **Visuals:** Icons with short descriptions for each capability; warehouse and truck images could be included for visual interest.

• **Design Direction:** Balanced layout with equal focus on each capability; ensure icons enhance readability without overwhelming.

**Slide 8: CRST-Walmart Partnership - Dedicated to Operational Excellence**

• **Title:** CRST-Walmart Partnership - Operational Excellence

• **Content:**

• Collaborative logistics solutions tailored to Walmart’s standards for quality, timeliness, and cost efficiency.

• Highlights of partnership benefits:

• **Secure Warehouse Management**

• **Comprehensive Inventory Oversight**

• **End-to-End Project Coordination**

• **Visuals:** Partnership timeline with milestones, alongside images of collaborative efforts (e.g., CRST trucks at Walmart facilities).

• **Design Direction:** Use a cohesive timeline or infographic to highlight partnership achievements and key benefits.

**Slide 9: CRST’s Refrigeration Program for Walmart**

• **Title:** CRST Refrigeration Program Overview - Supporting Walmart Remodels and Cap-Ex Projects

• **Content:**

• **Purpose:** Dedicated support for Walmart’s Remodel and Cap-Ex projects by consolidating refrigeration cases and peripherals.

• **Scope:** Managing warehousing, inventory, and just-in-time delivery to Walmart and Sam’s Club.

• **Visuals:** Lifecycle diagram with stages: warehousing, staging, delivery, and installation.

• **Design Direction:** Use Walmart and CRST colors to differentiate each stage, showing CRST’s role in the program lifecycle.

**Slide 10: Nationwide Network of Specialized Warehouses**

• **Title:** Nationwide Network of Specialized Warehouses

• **Content:**

• CRST’s extensive network provides efficient logistics for Walmart projects nationwide.

• Strategic placement ensures quick response and reliable delivery.

• **Visuals:** U.S. map highlighting 250 warehouse locations.

• **Design Direction:** Minimalistic map with clear markers for major warehouse hubs; highlight specific Walmart-supporting facilities.

**Slide 11: Technology-Driven Solutions for Visibility and Efficiency**

• **Title:** Technology and Innovation at CRST

• **Content:**

• CRST leverages advanced technology for real-time tracking, inventory management, and seamless communication with Walmart’s systems (Lucernex, QuickBase, Lumatrak).

• Technology Benefits:

• Improved inventory control and reporting

• Reduced errors and enhanced accuracy

• **Visuals:** Sample dashboard screenshots or mock-ups showing data and analytics.

• **Design Direction:** Clean, professional look with emphasis on CRST’s tech capabilities; use graphics to highlight ease of system integration.

**Slide 12: Performance Metrics - Delivering Results for Walmart**

• **Title:** Key Performance Metrics

• **Content:**

• **OTIF Compliance:** High on-time in-full delivery rates.

• **Inventory Accuracy:** High accuracy with automated tracking.

• **Communication:** Timely and streamlined issue reporting.

• **Visuals:** Bar charts or graphs showing performance data for OTIF rates, inventory accuracy, and communication improvements.

• **Design Direction:** Simple, clean charts; avoid overcrowding. Each metric should have a dedicated section for clarity.

**Slide 13: The CRST Advantage for Walmart**

• **Title:** The CRST Advantage - What Sets Us Apart

• **Content:**

• **Dedicated Team:** Walmart-specific teams with expertise in retail logistics.

• **Proven Results:** Consistent record of timely, high-quality deliveries.

• **Continuous Improvement:** Commitment to process enhancements aligned with Walmart’s standards.

• **Visuals:** Icons with labels for each advantage; add a client testimonial or quote if available.

• **Design Direction:** Focus on key points with bold icons; use a simple layout to highlight CRST’s strengths.

**Subtitle Slide for 14-21: Detailed Process Review by Operational Area**

**Slide 14: Program Overview - Walmart-CRST Refrigeration Warehouse Playbook**

• **Title:** Walmart-CRST Refrigeration Warehouse Services - Program Overview

• **Content:**

• **Purpose:** To support Walmart Remodels and Cap-Ex projects by consolidating refrigeration cases and peripherals in designated warehouses.

• **Goal:** Ensure just-in-time delivery for installation at Walmart and Sam’s Club locations.

• **Visuals:** High-level lifecycle diagram showing key stages (warehousing, staging, delivery).

• **Design Direction:** Use CRST and Walmart colors to differentiate each stage; icons for each step.

**Slide 15: Step-by-Step Process Flow - Current Operations Overview**

• **Title:** CRST Refrigeration Warehouse Program - Step-by-Step Process

• **Content:** This slide provides an overview of the main steps, with detailed slides to follow for each:

• **Step 1:** Identifying project needs and securing local warehouses.

• **Step 2:** PO and QUOTE generation, tracking, and receiving.

• **Step 3:** Inventory management, labeling, and storage.

• **Step 4:** Scheduling and outbound shipping to stores.

• **Step 5:** Issue resolution and claims process.

• **Visuals:** Flowchart or timeline with icons for each stage.

• **Design Direction:** Clearly differentiate each stage with bold icons and labels to guide viewers through the process.

**Slide 16: Step 1 - Identifying Project Needs and Securing Local Warehouses**

• **Title:** Identifying Project Needs and Securing Local Warehouses

• **Content:**

• **Project Needs Identification:** CRST uses Walmart’s systems (Lucernex for Cap-Ex and Evoco for Remodels) to identify project stores, possession dates, and contacts.

• **Warehouse Assignment:** CRST assesses warehouse availability and proximity to determine the best location for project needs.

• **Visuals:** Workflow diagram from project identification to warehouse assignment.

• **Design Direction:** Use directional arrows and numbered steps to simplify process flow.

**Slide 17: Step 2 - PO and QUOTE Processes**

• **Title:** PO and QUOTE Processes

• **Content:**

• **Request for PO:** CRST submits quotes via PULSE Online Quoting, ideally 30 days prior to the project possession date.

• **PO Generation and Verification:** Walmart’s Buyouts Project Manager generates the PO based on CRST quotes.

• **Visuals:** Process flow showing steps from request to verification.

• **Design Direction:** Use a timeline to illustrate key steps and milestones in the PO process, highlighting each stage with icons.

**Slide 18: Step 3 - Receiving and Inventory Management**

• **Title:** Receiving and Inventory Management

• **Content:**

• **Dock Scheduling and OTIF Compliance:** Vendors schedule appointments at least 24 hours in advance.

• **PULSE Tracking:** Real-time tracking in PULSE from shipment to arrival.

• **Inventory Verification:** Warehouse personnel inspect items for damage upon arrival.

• **Visuals:** Timeline showing each step from scheduling to inspection.

• **Design Direction:** Clear visual separation of each process phase, using icons for scheduling, tracking, and verification.

**Slide 19: Step 4 - Regional Warehouse Management**

• **Title:** Regional Warehouse Management - Case Goods and Peripheral Equipment

• **Content:**

• **Inventory Management:** CRST manages items specific to stores or bulk-purchased for future projects.

• **Supplier Labeling Requirements:** Each case is labeled with barcoded model numbers, Walmart PO numbers, and store-specific identifiers.

• **Advance Shipping Notice (ASN):** Suppliers send ASNs to CRST.

• **Visuals:** Sample label with required information, inventory list.

• **Design Direction:** Include images of labeled inventory and sample ASNs, focusing on organized and clear labeling.

**Slide 20: Step 5 - Outbound Shipping from Regional Warehouse**

• **Title:** Outbound Shipping from Regional Warehouse

• **Content:**

• **Shipping Preparation:** CRST consolidates store-specific pallets and schedules shipments.

• **Store-Specific and Bulk Shipments:** Smaller shipments go directly to stores; larger shipments are staged at local warehouses.

• **Visuals:** Flowchart showing shipping preparation steps.

• **Design Direction:** Clean, step-by-step diagram from palletizing to shipping, using bold arrows.

**Slide 21: Step 6 - Issue Resolution and Claims Process**

• **Title:** Issue Resolution and Claims Process

• **Content:**

• **Claims Reporting:** CRST reports any damage or discrepancies to Walmart’s Buyouts Management team, with full documentation.

• **Orphan Cases:** CRST contacts Walmart for disposition on leftover cases.

• **Visuals:** Decision tree for claims and orphan case handling.

• **Design Direction:** Use bold icons for each decision point, with clear paths from report to resolution.

**Subtitle Slide 22-30: Identified Gaps and Solutions**

Each of these slides addresses a specific gap in CRST’s operations, with practical solutions to address them.

**Slide 22: Communication Gaps & Solutions**

• **Title:** Communication Gaps and Recommended Solutions

• **Content:**

• **Gap:** Inconsistent communication, such as frequently changing contact lists and lack of timely store completion updates.

• **Solution:** Implement a dynamic contact list with real-time updates accessible to all teams.

• **Solution:** Use standardized store completion reports submitted by all project stakeholders.

• **Visuals:** Flowchart showing communication flow, sample contact list format.

• **Design Direction:** Highlight the solutions with icons; emphasize streamlined communication with directional arrows.

**Slide 23: Damage Reporting and Claims Process**

• **Title:** Damage Reporting and Claims Process Improvements

• **Content:**

• **Gap:** Delays and lack of clarity in reporting damaged items.

• **Solution:** Standardize a process for damage reporting with a single point of contact and designated reporting forms.

• **Visuals:** Example of a claims form and reporting flow.

• **Design Direction:** Step-by-step graphic showing the reporting flow; highlight each step with checkmarks.

**Slide 24: Inventory Management and Labeling Gaps**

• **Title:** Inventory Management and Labeling Enhancements

• **Content:**

• **Gap:** Inaccurate or missing labeling on returned items, leading to inefficiency.

• **Solution:** Establish a master inventory list with unique labels and regular cycle counts.

• **Visuals:** Sample label, inventory spreadsheet.

• **Design Direction:** Clear table layout for inventory, icons indicating labeling standards.

**Slide 25: Warehouse Operations Gaps**

• **Title:** Warehouse Operations - Key Areas for Improvement

• **Content:**

• **Gap:** Issues with dock scheduling, lack of data for UberFreight pickups.

• **Solution:** Mandate complete information before submission to UberFreight, including dock availability.

• **Visuals:** Checklist with mandatory data for UberFreight pickups.

• **Design Direction:** Use icons for each data requirement and clear checklist format.

**Slide 26: System and Administrative Gaps**

• **Title:** Systems and Administrative Improvements

• **Content:**

• **Gap:** Limited functionality in Coupa for invoice printing and PO visibility.

• **Solution:** Request system enhancements from Coupa and initiate regular Monthly Business Review (MBR).

• **Visuals:** Screenshot or mock-up of Coupa interface.

• **Design Direction:** Focus on screenshots to highlight system functionality.

**Subtitle Slides 31-35: Hub-Specific Concerns and Solutions**

**Slide 31: Return Protocols for Inventory at Hubs**

• **Title:** Return Protocols - Inventory at Hubs

• **Content:** Detailed checklist for required return information, e.g., vendor, part numbers, dimensions, and disposition.

• **Visuals:** Checklist and data entry form sample.

• **Design Direction:** Emphasize required information with clear formatting.

**Slide 32: Inventory Integrity and Data Requirements**

• **Title:** Ensuring Data Integrity in Inventory Management

• **Content:** Use of master inventory list and designated Walmart contact for approval.

• **Visuals:** Sample inventory form and approval workflow.

• **Design Direction:** Professional and structured layout with clear data fields.

**Subtitle Slide 33-38: Wrap-Up and Action Plan**

**Slide 33: Summary of Key Gaps and Proposed Solutions**

• **Title:** Summary of Key Gaps and Proposed Solutions

• **Content:**

• **Communication Gaps:** Implement dynamic contact lists and store completion reports.

• **Damage Reporting:** Standardize claims forms and reporting protocols.

• **Inventory Management:** Establish master inventory list and regular cycle counts.

• **Warehouse Operations:** Streamline UberFreight pickup process with complete information requirements.

• **System Improvements:** Request upgrades in Coupa for improved invoice printing and PO visibility.

• **Visuals:** Summary table listing each gap with the corresponding proposed solution and expected outcome.

• **Design Direction:** Use a grid layout to keep information organized. Each row should highlight a gap, solution, and benefit, making it easy to follow.

**Slide 34: Action Plan - Immediate Next Steps**

• **Title:** Immediate Next Steps for Program Optimization

• **Content:**

• **Step 1:** Schedule training for Walmart and CRST teams on new communication and reporting tools.

• **Step 2:** Roll out standardized return protocols and forms across all Hub and Regional Warehouses.

• **Step 3:** Integrate master inventory list into the shared system with Walmart for real-time access and updates.

• **Step 4:** Submit system improvement requests to Coupa and follow up with regular Monthly Business Reviews (MBR).

• **Step 5:** Create a quarterly review process to assess progress on implemented solutions.

• **Visuals:** Checklist format with checkboxes next to each action item.

• **Design Direction:** Use bold headers for each step with checkboxes to convey the actionable nature of the plan. Each step should have a short description to clarify the action.

**Slide 35: Ownership and Accountability**

• **Title:** Ownership and Accountability for Next Steps

• **Content:**

• **Action 1:** **Communication Improvements** - Led by [CRST Contact Name], supported by Walmart team.

• **Action 2:** **Standardized Damage Reporting** - Managed by [CRST Claims Department], coordinated with Walmart’s Buyouts team.

• **Action 3:** **Inventory Management Process** - Overseen by [CRST Inventory Manager] with Walmart representative [Name].

• **Action 4:** **Warehouse Operations Streamlining** - Headed by [CRST Warehouse Operations Manager].

• **Action 5:** **System Upgrades** - Directed by [IT Contact], with follow-up from the MBR.

• **Visuals:** A two-column table with action items on the left and responsible individuals/departments on the right.

• **Design Direction:** Clear division between actions and assigned owners. Use bold names and roles to highlight accountability.

**Slide 36: Key Performance Indicators (KPIs) & Program Expectations Review**

• **Title:** KPIs and Program Expectations for Ongoing Success

• **Content:**

• **KPI 1:** **OTIF Compliance** - Measure on-time in-full delivery rates monthly.

• **KPI 2:** **Quote and PO Timeliness** - Track time taken to process quotes and generate POs.

• **KPI 3:** **Communication and Responsiveness** - Track response times for issue resolution and reporting.

• **KPI 4:** **Damage and Claims Rate** - Monitor damage reports and claims accuracy.

• **KPI 5:** **Inventory Accuracy** - Conduct monthly cycle counts to assess data accuracy.

• **Visuals:** Bar charts representing each KPI metric, with target vs. current performance.

• **Design Direction:** Use a graph for each KPI with clear performance targets. Emphasize areas needing improvement with contrasting colors.

**Slide 37: Open Discussion and Final Q&A**

• **Title:** Open Discussion and Final Q&A

• **Content:**

• Provide an opportunity for Walmart and CRST team members to discuss any outstanding questions or concerns.

• Topics for discussion:

• Further details needed on any action items or KPIs

• Additional insights or feedback from the Walmart team

• Clarification of responsibilities or timelines

• **Notes Section (for presenter):** Encourage attendees to voice specific feedback on the proposed solutions and areas needing further refinement.

• **Visuals:** Blank space or a placeholder for real-time note-taking during the discussion.

• **Design Direction:** Simple, open layout with minimal text to encourage interaction. Include a notes section for capturing discussion points.

**Slide 38: Wrap-Up and Next Steps**

• **Title:** Wrap-Up and Next Steps

• **Content:**

• **Summary of Key Decisions:** Recap main takeaways from each section of the presentation.

• **Next Steps Recap:**

• Finalize timelines for implementing each solution.

• Schedule follow-up meeting in Bentonville (Date: TBD).

• Distribute meeting notes and action plan to all stakeholders within two business days.

• **Final Note:** Thank Walmart and CRST teams for their collaboration and commitment to optimizing the Refrigeration Warehouse Program.

• **Visuals:** Recap points with bullet icons; end with Walmart and CRST logos.

• **Design Direction:** Use concise bullet points for each main decision and next step. Add a “Thank You” message at the bottom for a polished close.