

Kootenay Co-op
 Audit Plan 1998 - 2001
 2006 Gap Analysis

	Objectives	Achieved	Unachieved & Why
Equipment & Physical Space	Expand walk-in collar	Yes	
	Develop maintenance schedule	Yes	
	Renovate deli	Yes	
	Establish building fund	Yes	
	Enclose front of store		No - determined it would be a short-term solution
	Expand produce area	Yes	
	Expand customer service	Yes	
	Replace existing grocery shelves	Yes	
Finance	Develop & monitor budget	Yes	
	Research department-specific industry standards & ratios	Yes	
	Develop & maintain department reports	Yes	
	Review monthly performance	Yes	
	Train staff & board to understand financial reports	Yes / Ongoing	
	Acquire new assets by net ownership, not debt	Yes	

Kootenay Co-op
Audit Plan 1998 - 2001
2006 Gap Analysis

Staff	Training & education	Ongoing	
	Provide living wage & quality benefits	Yes	
	Create Co-op career paths	Ongoing	
	Team spirit	Yes	
	Provide a healthy physical work space	Ongoing	
	Ensure ongoing feedback loops for orientation & evaluation	Ongoing	
	Articulate training plan	Ongoing	
	Review evaluation systems	Ongoing	
Product	Maintain dietary specific product information		Very difficult to maintain
	Research comparable industry systems for receiving, promotion, display	Ongoing	
	Maintain inventory control	Ongoing	
	Promote the Co-op as a "one stop shop"	Ongoing	
	Develop and use departmental reporting	Yes	
	Hold annual meetings to discuss potential products with local suppliers		Work with CFDC & Small Scale Food Processors Association

Kootenay Co-op
 Audit Plan 1998 - 2001
 2006 Gap Analysis

Customer Service	Consistent staffing of customer service	Yes	
	Enhance customer service training of all staff	Ongoing	
	Database of products & product ingredients		Product files are maintained
	Develop product info cards, nutritional analysis & recipes	Ongoing	
	Update product files regularly		Product files are maintained
	Develop a library of resource books	Yes	
	Network with health food and foods politics groups locally and globally	Ongoing	
	Offer workshops & courses	Ongoing	
	Promote, encourage and support consumption of whole organic foods	Ongoing	
Community Involvement	Support sustainable local economic development	Ongoing	
	Promote food and health education	Ongoing	
	Support and initiate food and health related activism	Ongoing	