



Workforce Reinvention **Blueprint**

Retail Industry

How AI and Automation will Transform the Workforce Based on Reejig's Proprietary Work Ontology™ Intelligence

How AI is Reinventing the Retail Industry

The retail industry is a powerhouse in the global economy, with a market size of \$29.7 trillion in 2023, expected to grow to \$30.6 trillion by 2024 at a CAGR of 4.37%.

Top 3 Concerns Facing Retail CEOs in 2025

1. Embracing Omnichannel Retailing
2. Leveraging Automation and AI
3. Commitment to Sustainability and ESG Initiatives

Focus Area 1: Workforce Shifts

Projected Workforce Shifts in 2025 and Beyond

Where AI and Automation Will Drive Operational Effectiveness

1

Transforming Inventory Management Roles

AI-driven tools and robotics reduce stockouts, overstocking, and holding costs by 20-30%. Efficiency gains reach 40-50% through automation.

Manual inventory roles may decrease by 15-20%. Key skills needed include data analysis and robotics operation. Full deployment takes 12-18 months.

2

Revolutionizing Customer Service

AI chatbots handle 70% of inquiries, boosting service efficiency by 30-40%. Amazon reduced human workloads by 50% using AI.

Customer service roles could decline by 20-25%. Skills like CRM management and customer behavior analytics are essential. Integration time: 6-12 months.

3

Automating Checkout and Cashier Roles

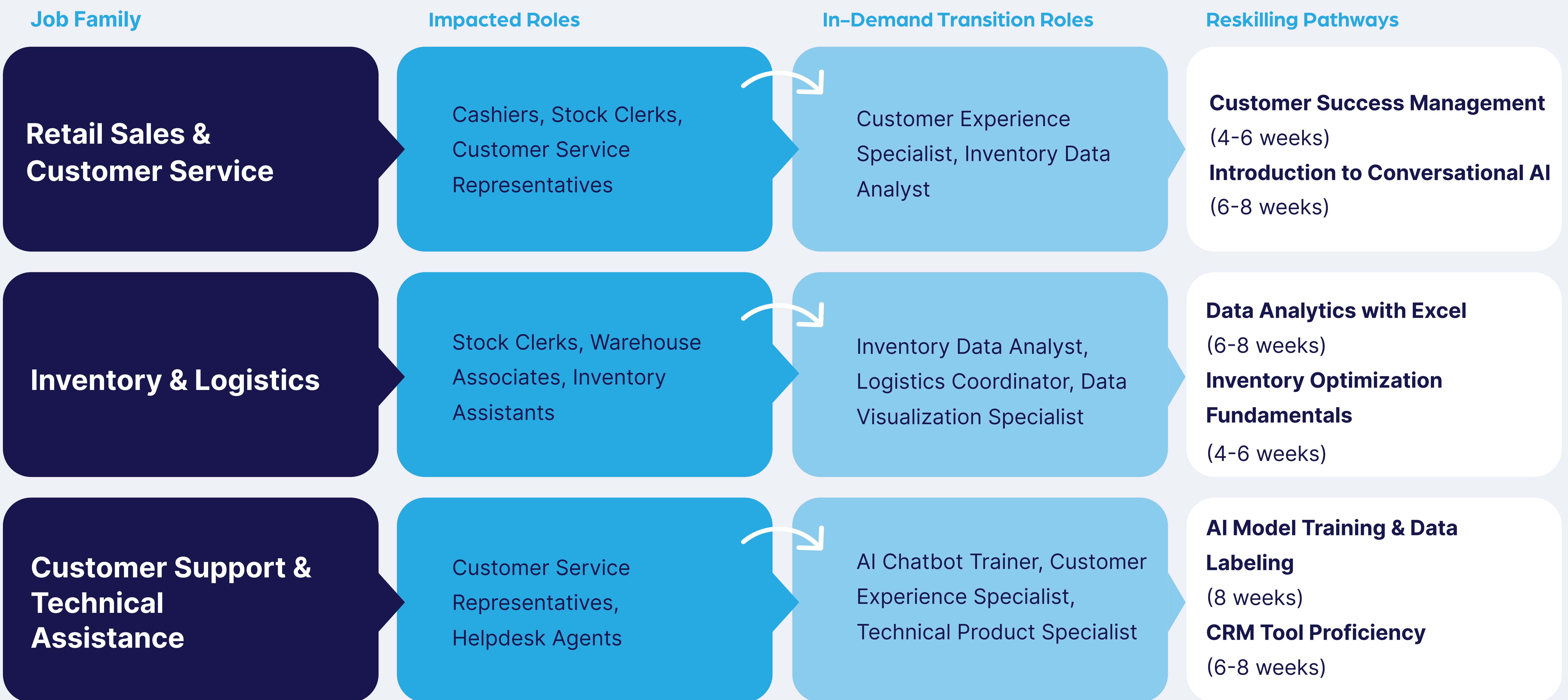
Self-checkout systems improve efficiency by 50-60%, cutting annual labor costs by \$1M per store.

Cashier roles may drop by 30-40% by 2028. Skills in troubleshooting AI-powered payment systems will be critical. Deployment time: 9-12 months.

Focus Area 2: Roles Impacted by AI

Key Roles Impacted and Reskilling Pathways for 2025

How Impacted Roles Can Transition to In-Demand Roles



Focus Area 3: Driving Operational Effectiveness

2025 AI Strategies to Boost Operational Effectiveness

Prioritized Roles for AI Transformation based on AI Potential Index, Operational Efficiency Index & Time to Benefit Realization

1

Cashier/Checkout Operations

This role automates checkout processes, saving labor costs and reducing transaction times. It improves customer satisfaction by minimizing wait times and enabling contactless payment.

With an AIPI of 1.80 and an OEI of 75%, this role is a top priority for investment due to its mature technology, high cost savings, and fast time-to-benefit realization.



AI Potential Index (AIPI) Score: 1.80

Breakdown: Potential Automation Proportion: 90%, AI Maturity/Risk Adjustment: 0.80, Current Automation Proportion: 40%



Operational Efficiency Index (OEI) Score: 75%

Breakdown: Time Savings: 20%, Cost Savings: 30%, Process Improvement Factor: 1.5



Time to Benefit Realization: Medium-term (9-12 months) due to the widespread availability of self-checkout and autonomous billing systems.

2

Inventory Management

This role streamlines inventory processes by automating restocking, demand forecasting, and warehouse operations, reducing manual labor and cutting holding costs.

With an AIPI of 1.70 and an OEI of 84%, this role is a top priority for investment due to its potential for operational efficiency, cost savings, and reduced stockouts.



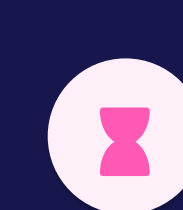
AI Potential Index (AIPI) Score: 1.70

Breakdown: Potential Automation Proportion: 80%, AI Maturity/Risk Adjustment: 0.85, Current Automation Proportion: 40%



Operational Efficiency Index (OEI) Score: 84%

Breakdown: Time Savings: 30%, Cost Savings: 30%, Process Improvement Factor: 1.4



Time to Benefit Realization: Medium-term (12-18 months) due to the need for full-scale adoption of AI-powered warehouse automation systems.