

# IMPACT PROFILE

“ Thanks to EIA’s work, we not only saved \$135,000 this year alone but we also increased our revenue by 71%. ”

**DOROTHY HOEL**  
General Manager  
Society of St. Vincent de Paul



Improve warehouse productivity and increase saleable output by 25%.

## SAINTLY EFFICIENCY

In 2007, the Dallas Chapter of the Society of St. Vincent de Paul (SVDP) opened a large thrift store to generate unrestricted income for the organization’s core mission. The store quickly built a strong donated goods pipeline, but had to rely on a revolving crop of volunteers to sort, price and stock the donated goods. Although they were successfully generating revenue, the store’s manager suspected the store could be operated more efficiently. That’s why she approached Executives in Action (EIA) for support in revising their business processes and warehouse operations.

EIA invested around \$13,000 in dispatching a team of executives to work with the store. After a few months of work, the EIA team had documented hard savings of over \$135,000 per year for the store through the increased efficiencies they created (that’s a 10-times return on investment). Beyond that, the store’s manager also credits EIA with helping to increase revenues by over 70%. When these increased revenues are included, this project yielded a nearly 50-to-1 overall return on investment.

**\$13,000**  
EIA INVESTMENT

**10-to-1**  
INITIAL ROI

**\$135,000**  
DIRECT YEAR-ONE FINANCIAL IMPACT OF PROJECT