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Louise
KOOL & GALT

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CASE STUDY

Nova Scotia Pre-Primary Roll-out

The Project:

In the summer of 2018 for Nova Scotia's Pre-primary Program, LKG delivered furniture and resources to 132 classrooms in 95 schools across Nova Scotia.

As a result of being awarded the standing offer after a competitive tender, LKG outfitted over 350 pre-primary program classrooms from 2018-2021.

Challenges:

- Unique classroom spaces in a variety of buildings from those built over a hundred years ago (Lunenburg Academy, opened in 1895) to recently built schools.
- Create a consistency in the quality, look and feel of the furnishings and play/learning resources, regardless of the location.

- A very narrow delivery window: pre-summer break school cleanup period or just before schools opened in September when children are absent, but schools are open, with staff available to receive goods.
- Some very remote locations, far from forwarding points and population centres.
- Make it easy for local staff to unpack and arrange in the room quickly and easily.
- With a one-time, large investment, open-ended materials needed to be durable, proven, that would stand the test of time.
- Make it easy to report issues and problems, to avoid customer service bottlenecks.

Halifax



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Mealtime Mahone Bay



Hollow blocks in Lunenburg

Solutions:

Regular meetings with the team in Nova Scotia, including face to face to plan, assess progress and report with key metrics, shepherding the project.

The team in Nova Scotia selected high quality maple and Baltic Birch wood furnishings with many open-ended play resources. This created a consistent natural look and feel to all the classrooms.

This included:

- **Hardwood play kitchens with utensils, dish sets and play food**
- **Dramatic play areas with costumes, phones and cash registers,**
- **Hollow and unit blocks, LEGO, puzzles, dolls, cars and trucks**
- **Rugs, rest mats, drying racks, carts, modelling clay**
- **Sand and water tables, light cubes science sets, magnifying glasses, measurement tools**

Assigned dedicated team: operations, communications, customer service and single senior point of contact (Sales Manager).

Created dedicated web page for the new classrooms: products ordered with support documentation, images, descriptions etc.

- A printable product list for reference with names, pictures and SKU's
- Instructions and online forms for reporting issues:
 - Damaged products
 - Products sent in error
 - Missing items

CASE STUDY



The Furniture

All lifetime warranted, no assembly wood furniture, for a consistency of look and feel to the different settings. Mobile and flexible so teams could easily position in the room to adapt to local needs.

Community Playthings

- Cubbies, easels, tables, drying racks
- Cubbies made of solid maple hardwood sustainably harvested in eastern North America
- Easily adaptable to local needs
- All wood furnishings for an inviting natural look, consistently in all rooms.



Lunenburg

Baltic birch wood furniture:

- Durable
- Natural UV resistant finishes
- Castors for mobility



Halifax



Art & crafts, Chester

CASE STUDY

Classroom Tables and MultiTables by Community Playthings

- Heat sealed extra durable laminate on all sides including bottom for long life.
- Variety of shapes and sizes.
- Legs pushed to outer corners accommodates maximum number of students and wheelchairs and walkers.
- Heavier Classroom Tables for more permanent positioning.
- Tool-free quick adjustable legs, easily adapts to community needs including wheelchairs and walkers.



**Classroom Tables with Quick Adjustable Legs
And Ladder Back Chairs in Lunenburg**



Halifax

Ladder Back Chairs

- Fully assembled
- Solid hardwood construction
- Finished with easy-clean, natural lacquer that protects against scratching and staining
- Saddle seat with safety-spaced rails.
- Angled legs for stability, with front, side and back leg braces for strength



Mahone Bay

CASE STUDY

Fulfillment Services

- In 2018, in one period of 17 business days LKG delivered to over 125 Nova Scotia classrooms,
 - In deliveries of 4 to upto 24 skids
 - 745 skids in total



Skids of boxes, ready to go to Nova Scotia classrooms.



- Goods packed, labeled and organized consistently for easy unpacking, organizing
- Organized small play resources in single boxes labeled with contents:
 - Over 90 skus per classroom
 - 4+ skids of goods per classroom
- Received po's on June 13, 2019 and 2 business days later we started shipping (Monday, June 17th)
 - When additional classrooms ordered in September, we were able to ship 86% of the goods the next day
 - Largest delivery: 26 skids
 - Smallest delivery: 1 skid
- Shipped: 571 skids total
- Sourcing equivalents for discontinued items for consistency in classrooms implemented in different years of roll-out.

CASE STUDY



Art studio, Mahone Bay



Art studio, different classroom in Mahone Bay



Entrance with pre-school cubbies, Chester



Cubbies in Dramatic play area, Mahone Bay



Dramatic Play, Chester



Dramatic Play area, Lunenburg