

Course 1 – Retail Environment

Introduction

- LPQ 101 – Foundations of Loss Prevention
 - A. Foundations of Loss Prevention B.
 - Emergence as a Profession
 - C. The Importance of Our Profession
 - D. Crs 1 Sec 1 – Review Questions
- LPQ 102 – Basic Retail Business Operations
 - A. The Business Relationship
 - B. Inventory Management & Supply Chain Operations
 - C. Sales & Customer Service
 - D. The Emergence of E-Commerce
 - E. Management Roles & Responsibilities
 - F. Additional Business Partners
 - G. LP Organization Within the Organization
 - H. Crs 1 Sec 2 – Review Questions
- LPQ 103 – The Causes Behind Loss
 - A. The Causes Behind Loss
 - B. Finance, Profit and Margin
 - C. Shrink – What is It?
 - D. How Shrink Occurs
 - E. Effects on the Business
 - F. Crs 1 Sec 3 – Review Questions
- LPQ 104 – Shrink Awareness



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- A. Shrink Awareness
- B. Understanding the Impact
- C. Training & Awareness
- D. Pulling Everyone Together
- E. The Value of Deterrence & Apprehension
- F. Crs 1 Sec 4 – Review Questions
- LPQ 105 – Establishing A Controlled Environment
 - A. Establishing a Controlled Environment
 - B. The Necessity For Control
 - C. Public Notices That Get Noticed
 - D. Effective Preventative Methods
 - E. Loss Prevention and The Customer Shopping Experience
 - F. Crs 1 Sec 5 – Review Questions
- LPQ 106 – Workplace Safety
 - A. Why It's Important
 - B. Safety Standards / Awareness
 - C. Accident Response
 - D. Emergency Response
 - E. Food & Drug Safety
 - F. Crs 1 Sec 6 – Review Questions