Customer Segments

Massive goods

consumers,

large families

Key Partners

Suppliers, wholesalers, vendors, payment providers (Mastercard, etc.)

Key Activities

Training of staff,
marketing, distribution,
returns and exchange,
customer service,
purchase and selection
of goods, marketing
and online presence

Key Resources

Personnel, technology, infrastructure, suppliers, stores and logistics

Value Propositions

Providing a wide range of products in the one location

Customer Relationships

Membership privileges

Channels

Stores, digital channels: Facebook, Instagram and website

Cost Structure

Goods and resources, real estate, acquiring new members, service centre

Revenue Streams

Product sales, membership fees