



# CERTIFICATION FOR INTERNAL INVENTORY PROCESS OF MULTIPLE CINEMAS

**Case Study:** Operational Audit – Cinema Chain

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## Case Study: Operational Audit – Cinema Chain

A Mexican movie theatre chain founded in 1971, required the support of RGIS. It is one of the largest cinema chains in Latin America and the third largest in the world, with over 869 theatres, 6,000 screens and over 27,000 employees. The cinema chain has operations in Mexico, Central and South America, Asia, Spain, India and United States of America. It has 427 theatres in 97 cities throughout Mexico.



### REQUIREMENT

Due to a corporate requirement, the cinema chain needed an **external certification of the internal inventory process** on the cinema complexes, so required RGIS to provide the following:

- **Complete internal inventory audits** in 40 cinema complexes
- **Audit all products** sold within the cinema complex, such as snacks, beverages, sweets etc.
- Include all **packaging and raw materials** in the audit
- Audit of all cinema complexes needs to be **completed simultaneously** on a particular day



### SOLUTION

The cinema chain partnered with RGIS to complete the **cinema complex internal inventory audit project**, and RGIS provided the following:

- Based on the documentation of the customer's internal inventory process and its graphical representation on diagrams, RGIS teams **developed the KPIs and tests for the evaluation**
- The test results were **uploaded instantly**, so the results were in actual time, and then reflected on a **custom-made dashboard**
- A team of **40 experienced RGIS auditors** were scheduled, one per each of the cinema complexes, equipped with mobile devices
- The audits took an average of **eight hours per location**



### RESULTS

The cinema chain outsourcing the **cinema complex internal inventory audit project** to RGIS, the following results were achieved:

- RGIS teams **accurately audited all 40 cinemas** successfully on the customer's specified day
- The results were delivered in actual time, on a **bespoke dashboard** that was designed according to the customer's internal processes
- The final report included a **graphical representation** that reflected the process adherence and results

Due to the satisfactory results the customer **extended the contract with RGIS** for a further year, adding an **additional RGIS service of fixed asset inventories** at 25% of the current cinema complexes, plus all of the new openings



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Operational Audit



Information Gathering



Bespoke Dashboard



Satisfied Customer



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