



# CONDITION AUDIT OF STOCK WITH INDEPENDENT DISTRIBUTORS

**Case Study:** Retail Services – Mobile Phone Company

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## Case Study: Retail Services – Mobile Phone Company

A major telecommunications brand, operating in Spain and in many Latin American countries required the support of RGIS. It is the largest mobile phone operator in Spain with 22 million customers.

### REQUIREMENT

The mobile phone company wanted to check the **stock levels, compliance and condition of stock** held by independent distributors and client assistance centres. A large amount of the equipment was sold on consignment, so the mobile phone company wanted to have **control over the sales**. This would enable a **faster payback period**, in addition to information about the condition of the equipment being sold. The mobile phone company required the following:

- **Check IMEI code** on the box and device are correct and match
- **Count** SIM cards and accessories
- Accurate reporting of **consignments against stock**
- Report on **condition of the equipment**

### SOLUTION

The mobile phone company partnered with RGIS to complete the **stock compliance and condition project**. RGIS provided the following:

- **Scheduled** quarterly audits
- Teams of up to 10 **experienced RGIS auditors** were allocated, dependent on size of store or client assistance centre
- **Counted** a number of stock units
- **Checked IMEI codes** on unsealed boxes against devices
- Checked **condition of stock items**
- **Compared** stock items to consignment sent

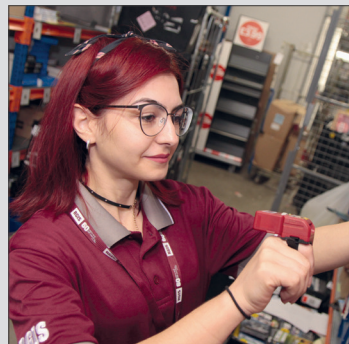
### RESULTS

The mobile phone company found that by outsourcing the stock compliance and condition project to RGIS, the following was successfully achieved:

- Audit reports of actual stock that is held at independent distributors and client assistance centres is now **visible and accurate**
- The mobile phone company now have **more control over the stock** that is being sent to independent distributors and client assistance centres

Due to the results from the audit the mobile phone company was able to improve processes and stopped providing stock on a **consignment basis**.

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People Services



Stock Checked



Accurate Results



Detailed Reports



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