



# CONVENIENCE STORES STOCKTAKE STAFF SUPPORT

**Case Study:** Retail Inventory – Retail Group

A convenience and newsagent retail group required **additional counting support** to help the current in-house stocktaking team count all stores in the UK

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## Case Study: Retail Inventory – Retail Group

A British convenience shop and newsagent operator with over 1,800 stores across England, Scotland and Wales required the support of RGIS. The retail group employs over 16,000 colleagues, serves approximately four million customers and has a turnover of over £1 billion. The retail group's aim is to provide a great range of quality everyday products and services, close to where people live, and available when they need them.



### REQUIREMENT

With Covid-19 closing small stores during the first lockdown, the retail group were still required to deliver inventories of all its stores during 2021-22. The in-house stock counting team complete the inventories annually, but due to the small timeframe to complete the counts of all stores, an extra resource was required to assist them.

The retail group required skilled counters to be managed by the in-house counting team to **accurately count stock in all stores**, so required RGIS to provide the following:

- **Reliable auditors** with experience within a **retail environment**
- **All stock to be counted** in 500 specified stores
- Work under the management of current in-house stocktaking team
- National coverage



### SOLUTION

The retail group partnered with RGIS to complete the **stocktaking staff support project**, and RGIS provided the following:

- Scheduled teams of approximately **20-30 experienced RGIS auditors** depending on the size of the store, for five days a week
- RGIS auditors were trained by the customer to **comply with the high standards expected**
- **Scanned all stock** both on the shop floor and in the back stock rooms
- **Multiple stores** counted per day across the UK
- Successfully worked under the **direction of the current in-house stocktaking team**



### RESULTS

The retail group found by outsourcing the **stocktaking staff support project** to RGIS, the following results were achieved:

- Accurately counted all **500 specified stores**
- **Completed counts within the timeframe** as requested
- The **high standards of the customer** were adhered to at all times
- The customer was very **happy with the service and support** given by the RGIS teams



By partnering with RGIS, the retail group was able to **deliver on counting all of the stores** across the UK within the **small timeframe** by using **experienced RGIS staff to support**



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500 Stores Visited



Inventory Count



Collaborative  
Approach



Satisfied Customer



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