



# DIY STORE INVENTORY COUNTS

**Case Study:** Retail Services – Home and Garden National Retailer

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## Case Study: Retail Services – Home and Garden National Retailer

A home and garden national retailer was founded in 1979 and are a one-stop-shop for the products, expertise and inspiration home makers need to fix, improve or transform their homes and gardens. The retailer has 151 stores and 15 standalone bathroom stores employing over 5,600 people across the UK and Ireland.

### REQUIREMENT

The home and garden national retailer needed a solution of **counting all stock situated both inside and outside stores** on a national scale, so required RGIS to provide the following:

- **National coverage** to encompass all stores
- Wall-to-wall stocktake of **indoor and outdoor stock**, including:
  - Plants and other items outside
  - High level stored stock inside store
  - Backroom stock
- The customer predefined certain areas that must have a **high level of checks completed** such as batteries, power tools, door locks, security alarms, switches and high value stock in the back room
- **Variance checks** to be completed
- Conform to all site **Health and Safety rules, regulations and expectations**

### SOLUTION

The home and garden national retailer partnered with RGIS to complete the **indoor and outdoor national stock count project**, and provided the following:

- Scheduled **20 experienced RGIS auditors** per store
- Planned garden counting outdoor **during daylight hours**
- **Checked the processes using tablets** on high focus areas such as locks and paint, as well as less value stock such as screws – low value, but large quantities

### RESULTS

The home and garden national retailer found by outsourcing the **indoor and outdoor national stock count project** to RGIS, the following results were achieved:

- A total of **130,000 units counted**, on average, per store
- **Variance reporting completed**
- **Accurate reports** sent to the customer in the format requested

By partnering with RGIS, the home and garden national retailer found that **stock was accurately counted and reported** inside and out, from small screws up to large value items, across all stores



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Stock Count



Accurate Data



Variance Reports



National Coverage



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