



# GOOD FAITH RECEIVING – INTERNAL AND EXTERNAL DELIVERIES

**Case Study:** Supply Chain – National Toy Distributor

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A national toy, clothing, video game, and baby product retailer required the support of RGIS to complete good faith receiving checks as the customer suspected errors in the supply chain.



### REQUIREMENT

A national toy retailer partnered with RGIS as the customer suspected errors in the supply chain which were causing accuracy levels at store level. The customer needed the following points addressing:

- A review of the **whole supply chain process**
- Internal inspections the customer was conducting were giving no visibility into the receiving process
- Review of frequency of audits – only nine weekly audits
- The process was labour intensive
- Limited budget to address the issues



### SOLUTION

RGIS were already the sole physical inventory provider for the national toy retailer, so it was logical to implement the **good faith receiving project** for them. RGIS implemented the following for the customer:

- **Increased audits** from 9 to 40 audits per week
- Inspections occurred at the stores as shipments were unloaded – **inspections completed at all stores**
- Audits were completed at warehouse as shipments were loaded
- Audits were completely blind
- Inspected for **accuracy, proper procedures and safety**



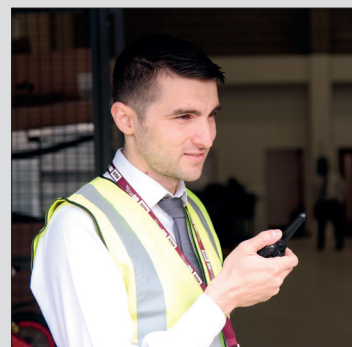
### RESULTS

The national toy retailer found the following outcomes from using RGIS **good faith receiving services**:

- The customer had **better visibility into the supply chain**
- **Immediate action** could be taken when a problem was discovered
- **Prevented errors** in receiving, especially with split loads
- **Identified safety and theft issues** – pin lock, seal and load quality inspections
- Adjusted processes to ensure **accuracy, safety and quality**



The national toy retailer found that partnering with RGIS meant **better visibility into the company's supply chain** and immediate action could be taken when a problem was discovered



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Supply Chain Audit



Information Gathering



Accurate Data



Identified Issues



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