



# INVENTORY MANAGEMENT SOLUTION

**Case Study:** Supermarket Inventory – Grocery Retailer

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## Case Study: Supermarket Inventory – Grocery Retailer

A multi-national grocery retailer, operating from more than 6,500 locations globally, enlisted the support of RGIS due to our inventory retail experience, and first class delivery and service to commence a journey with the internal team, to create a sustainable and efficient process of conducting wall to wall inventories. Our journey began in 2013.

Through strong partnership, RGIS remain a trusted partner. RGIS was able to provide cost effective and robust solutions through innovation and continued to collaborate successfully building a stronger platform. RGIS have also supported the grocery chain with merchandising replenishment in stores during busy periods and also in Distribution Centres, providing departmental wall to wall inventories and PI Counts.

### REQUIREMENT

The grocery retailer needed support from RGIS to create a **sustainable and efficient process of conducting wall to wall store inventories**, and required RGIS to provide the following:

- Deliver a **cost effective, targeted, inventory reset programme**, without compromising the stores operation or customer service
- **Improve the inventory accuracy**, driving improved stock availability
- **Business insight** into shrinkage related issues
- **Identify losses** and construct a plan to minimise them in future

### SOLUTION

The grocery retailer partnered with RGIS to complete the **inventory management solution project**, and provided the following:

- **Worked collaboratively** to create a robust operational delivery plan, which required agreement and approval from multiple stakeholders
- **Dedicated Key Account Management** and built core teams to support the grocery retailer's requirements
- **Created a bespoke program and solution** which was designed, trialled and rolled out
- **RGIS recruited and deployed 500+ staff** to conduct wall-to-wall inventories nationwide
- Compared **Physical Count vs. On-Hand Quantities**, to identify and eliminate losses

### RESULTS

The grocery retailer found by outsourcing the **inventory management solution project** to RGIS, the following results were achieved:

- Provided the grocery retailer with a **true third party reflection of stock levels**, through the stock results, improving delivery requirements and stock availability
- **Greater stock record accuracy** and a reduction of shrink
- Excellent operational accuracy, with **over 99% accuracy control**

By partnering with RGIS, the grocery retailer had a **true reflection of stock levels**, through the stock results, improving delivery requirements and stock availability



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Stock Count



Collaborative Approach



Key Account Management



Accuracy of  
**99%**  
Achieved

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