



MULTIPLE LOGISTICS CENTRE PICK ACCURACY AUDIT

Case Study: Pick Accuracy Audit – Hypermarket Chain

A large hypermarket chain needed a solution to **check the accuracy of picking** by a third party logistics centre

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A large hypermarket group that operates mainly in the large-scale retail sector, required the support of RGIS. The hypermarket chain has 22 hypermarkets throughout Italy, which stock high quality food products.



REQUIREMENT

RGIS have provided stocktaking services to the hypermarket chain for several years, so they turned to RGIS to assist them with additional support services.

The hypermarket chain needed a solution to help **investigate deliveries made from the third party logistics supplier** as there were some discrepancies in what was being delivered, so RGIS was required to provide the following:

- **Complete delivery checks** at the third party logistics centres
- **Understand the variances** between what the logistics supplier was sending and what the stores were actually receiving
- **Identify reasons for stock variations** from the logistic centres to store
- Easy to understand **reporting**



SOLUTION

The hypermarket chain partnered with RGIS to complete the **logistic centre pick accuracy audit project**, and RGIS provided the following:

- Three logistics centres were selected for checking – fresh products, frozen products and grocery
- A team of **two experienced RGIS auditors** were scheduled per pick accuracy check
- RGIS teams checked that the product indicated in the electronic bill were the same as what was present on the pallet
- Electronic bills (provided by the customer) were loaded onto the RGIS RM2 scanners and then the **pallets were counted by the RGIS teams** and checked for any variances
- **All variances were corrected** at the logistics centre before being dispatched to the hypermarket



RESULTS

The hypermarket chain found by outsourcing **logistic centre pick accuracy audit project** to RGIS, the following results were achieved:

- **The identified errors at the picking stage** and variances were recorded
- All data of variances were input into a **dashboard for the customer** which was easy to understand
- The accurate reports provided by RGIS were used to **investigate the root cause of any errors identified**, which helped to improve the productivity and quality of service to the stores
- The hypermarket chain was able to **gain back control of orders from the distribution centre**, reducing % errors made at the picking stage
- The customer was **very satisfied with the service received from RGIS teams** across all logistics centres, including being able to implement a penalty charge to the logistic centres for errors



By partnering with RGIS, the hypermarket chain was able to **gain back control of orders and stock** being dispatched from the logistics centre, **reducing errors** made at the picking stage



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Pick Accuracy Check



Stock Checked



Accurate Reports



Increased
Product Availability



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