



# ON-SHELF AVAILABILITY OF SELECTED PRODUCTS WITHIN SUPERMARKETS

**Case Study:** Compliance Audit – Supermarket Chain

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## Case Study: Compliance Audit – Supermarket Chain

An American multinational retail corporation has a large chain of hypermarkets, supermarkets, discount department stores and grocery stores. The supermarket chain currently operates approximately 400 stores in Brazil, and required the support of RGIS.



### REQUIREMENT

The supermarket chain needed an **analysis of missing products within stores** to ascertain the availability of those products, so required RGIS to provide the following:

- **National coverage** to be able to visit all stores across Brazil
- **Investigate the disruption** in the loss of sales of missing products within stores
- All data to be captured and **reported electronically**
- **Identify the reasons** items were out of stock and not available to customers



### SOLUTION

The supermarket chain partnered with RGIS to complete the **on-shelf product availability project**, and provided the following:

- RGIS scheduled **870 experienced auditors** in multiple teams
- **Checked the items** that should have been on the shelves or in stock
- **Identified if the missing item** was out of stock, and the reason why it had not been replaced if there was stock available
- **Information was collated** on the missing products in each of the stores, including quantity available or whether the item was out of stock



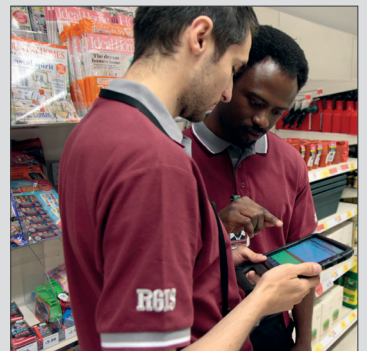
### RESULTS

The supermarket chain found by outsourcing the **on-shelf product availability project** to RGIS, the following results were achieved:

- **358 stores were visited** within 58 days, as requested by the customer
- RGIS provided the customer with **clear visibility of products in breach of a pre-established list** for analysis, enabling the customer to establish a priority list for decision making
- Based on the **accurate reporting**, the customer was able to **establish a set of internal actions**:
  - Review of internal purchasing processes
  - Review of internal processes for distribution of DCs to stores
  - Review of internal supply processes
  - Review of in-store product replacement processes
- The customer was then able to fill all shelf gaps to **ensure the products were available for customers to purchase**



By partnering with RGIS, the supermarket chain had **clear visibility of all missing products in each store** that were not available for customers to purchase, and was able to **establish a set of internal actions to resolve the product availability issues**



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358 Stores Visited



Identified Missing Stock



Accurate Reports



Product Availability



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