



# PET STORE CHAIN INVENTORY COUNTS TO IDENTIFY STOCK LOSS

**Case Study:** Retail Store Inventory – Pet Store Chain

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## Case Study: Retail Store Inventory – Pet Store Chain

A pet store chain has been making more than 400,000 customers and their pets happy in Spain, Portugal, France and Italy since 2006. The pet store has an assortment of more than 16,000 products for dogs, cats, reptiles, rodents, birds and fish, both on the website and in stores of more than 1,000m<sup>2</sup>.

### REQUIREMENT

The pet store chain needed a solution to **understand the stock levels of stores**, due to finding a loss of 25% of expected stock levels.

The pet store chain required RGIS to provide the following:

- Count the stock of **66 stores**
- **All stock to be counted by RGIS**, except live animals which the customer would count
- **Identify variances** to expected stock levels
- Customer to be able to **check accuracy during the counts**

### SOLUTION

The pet store chain partnered with RGIS to complete the **stock levels count project**, and RGIS provided the following:

- Scheduled **teams of six experienced RGIS auditors** for seven hours per store
- **All stock was counted in each store** with the exception of live animals
- Stock including pets' clothes and big boxes of feed for animals were **counted individually due to the high value** of the product
- The customer **completed checks on 25%** of stock counted
- RGIS completed an **additional check on 10%** of stock counted to confirm accuracy

### RESULTS

The pet store chain found by outsourcing the **stock levels count project** to RGIS, the following results were achieved:

- An average of **35,000 units were counted per store**
- Accurate reports were provided showing **stock totals and any variances to expected stock levels** per store
- The customer realised the **cost savings in using a third party to complete the store inventories** due to the high level of accuracy achieved
- By outsourcing the store inventories to RGIS the customer found that it also resulted in **more sales because the internal teams focused their resources in selling** and taking care of customers

By partnering with RGIS, the pet store chain found that a **high level of accuracy was achieved** and this also resulted in **more sales because the internal teams focused their resources in selling** and taking care of customers



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Stock Count



Information Gathering



Accurate Data



Accurate Reports



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