



# SUPERMARKET TRUCK AUDIT DELIVERY CHECKS TO STORE

## Case Study: Delivery Checks – Supermarket Chain

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One of the largest supermarket chains in Peru required the support of RGIS. Although its operations were concentrated around Lima at first, the chain started to expand in Peru by opening stores in Arequipa, Chiclayo, Huancayo, Callao, Ica and Trujillo. The supermarket chain now has 103 stores across Peru.

### REQUIREMENT

The supermarket chain wanted to **outsource random delivery checks** to RGIS to help prevent errors in the supply chain. RGIS was required to provide the following:

- Work with **100 stores nationwide**
- **Complete random delivery checks** of trucks at store from the logistics supplier
- **Understand the variances** between what the logistics supplier was sending and what the stores were receiving
- **Identify reasons for stock variations** from warehouse to store
- **Work with the customer's current inventory team**

### SOLUTION

The supermarket chain partnered with RGIS to complete the **supermarket delivery check project**, and RGIS provided the following:

- **RGIS conducted a pilot on one store**, to better understand the customer's requirements and show what information could be provided to them on a dashboard
- Scheduled teams of **3-4 experienced RGIS auditors** per location completing approximately six stores per day
- Conducted **accurate delivery checks** at each store
- **Checked invoice** from logistic supplier against what was received at store
- Full reports were sent directly to customer to investigate root cause of any **errors identified**

### RESULTS

The supermarket chain found by outsourcing the **supermarket delivery check project** to RGIS, the following results were achieved:

- **Completed delivery checks** at 100 stores nationwide – six trucks per day
- Checked deliveries of **80,000 items**
- Due to the success RGIS now also do **product audits on shelving gondolas (POS stands)** within stores as well as the truck audit delivery checks



By partnering with RGIS, the supermarket chain found that they could **identify missing items from the logistics supplier and conduct follow up investigations** to understand the reasons why



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Delivery Check



Collaborative Approach



Accurate Data



Identified Missing Items



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