



AFTER-HOURS GROCERY STORE INVENTORIES

Case Study: Retail Store Inventory – Grocery Store Chain

An Asian grocery store chain required **accurate after-hours grocery inventories** completed in a timely manner

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An Asian grocery store chain in Queensland, required the support of RGIS. With years of expertise in Asian food, the grocery store chain has taken 5,000 years of delicious Asian food history and updated it for today's modern lifestyle. They have years of experience with 22+ stores located across Queensland, Australia.



REQUIREMENT

The Asian grocery store chain conducted stocktakes using internal staff and technology, however were struggling to complete them in a timely manner, so came to RGIS for assistance. The grocery store chain needed RGIS to complete a **stocktake of all grocery stores** throughout Queensland, and provide the following:

- Reliable auditors with **experience within a retail environment**
- All stock to be counted in **22 grocery stores** within a specified time frame
- Provide **variance reports** for checking after initial counts
- Provide **accurate data** to update stock on hand quantities



SOLUTION

The grocery store chain partnered with RGIS to complete the **after-hours grocery inventory project**, and RGIS provided the following:

- Following a pilot stocktake, RGIS was able to determine count rates that they were able to achieve in the customer's store layout, and **assigned teams based on store size** to achieve a successful outcome
- Scheduled a team of approximately **eight experienced RGIS auditors** per store
- **Scanned all stock** both on the shop floor and in the back stock rooms



RESULTS

The grocery store chain found by outsourcing the **after-hours grocery inventory project** to RGIS, the following results were achieved:

- Accurately counted all stock in **22 grocery stores**, averaging **6,000 SKUs** in **370 locations** per site
- The grocery store chain's **goals were achieved** by completing stocktakes in one evening, without keeping store staff on-site into early hours of the morning as with previous in-house counts
- **RGIS identified errors** in the customer's storage of case codes and pack size quantities on the master file, so RGIS was able to **successfully rectify the issues** for the customer
- The customer had **up-to-date accurate reporting** of all stock in each grocery store
- The grocery store chain was **happy with the service** received from RGIS
- The customer's IT team found the **RGIS import process simple and more efficient** than receiving store handheld data files



By partnering with RGIS, the grocery store chain were able to **achieve the goal of completing all store stocktakes more accurately and efficiently** than using internal staff



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RGIS_CS_0341_01

22 Stores Visited



Stock Count



Identified Issues



Accurate Reporting



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