



# OPTIMISING THE FLOW OF PALLETS IN CIRCULATION FOR RETAILERS

**Case Study:** Operational Support – Pallet Pooling Service

A pallet pooling service provider required support in **counting and optimising the flow of pallets** in circulation to retailers

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# OPTIMISING THE FLOW OF PALLETS IN CIRCULATION FOR RETAILERS

## Case Study: Operational Support – Pallet Pooling Service

A company dealing in pallet and container pooling services, serving customers in a range of industrial and retail supply chains, required the support of RGIS. The company currently manage, maintain, transport and supply approximately 330 million platforms that are shared and reused by growers, manufacturers, distributors and retailers.

### REQUIREMENT

Having worked together previously for counting and reporting on the condition of pallets, the company approached RGIS to help support them in **optimising the flow of pallets in circulation** throughout Mexico.

The pallet pooling service provider required RGIS to provide the following:

- An **experienced team of RGIS auditors** out in the field visiting retailers
- **Accurately count all pallets** and **capture information** about the condition of the pallets
- All data to be captured and **reported electronically**

### SOLUTION

The pallet pooling service provider partnered with RGIS to complete the **pallet flow optimisation project**, and RGIS provided the following:

- Scheduled an experienced team of approximately **30 RGIS auditors in the field** and **two RGIS auditors at the control desk**
- Both RGIS teams were trained to **detect opportunities and risks** in the operations while on visits, as well as filling out **printed reports and uploading information** onto a third party platform utilised by the customer
- A control desk was set up to enable **RGIS teams to be monitored in real time**, so reports could be **instantly validated and uploaded** on to the third party platform
- During the visits, RGIS field teams **counted the number of pallets available**, to make sure there were no problems with the collections. In cases where there was surplus stock, pallet collections were requested. Also reporting of any pallets that were not kept safely

### RESULTS

The pallet pooling service provider found that by outsourcing the **pallet flow optimisation project** to RGIS, the following results were achieved:

- RGIS accurately audit **approximately 900 locations per month** as requested by the customer, and this will increase over time
- The audits were carried out satisfactorily, and the **customer was very happy**
- Going forward, RGIS plan to merge the pallet optimisation project with the pallet inspection audits across retailers to **provide a more unified solution**



By partnering with RGIS, the pallet pooling service provider can now see in **real time the total number of pallets available** across retailers, and **monitor and request collections** where necessary



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900 Locations  
Per Month



Experienced Team



Pallet Condition  
Captured



Accurate Data



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