



## STREAMLINED INVENTORY CONTROL: A DATA-DRIVEN APPROACH TO PROCESS IMPROVEMENT

# CASE STUDY

### CLIENT

Department Store Chain

Industry: Retail

Number of Stores: 124

*A large department store chain sought a dynamic service model that would integrate process audits, data analysis and support throughout the entire audit event.*

### CONCLUSION

The success of the project was rooted in constant communication and sensitivity to the customer's needs. Despite having tested other consultancy firms, the department store chain found the certainty they needed through RGIS's adaptability and comprehensive process.

The customer has established a biannual calendar for internal inventory process evaluations across all their department stores. The partnership with RGIS has provided the department store chain with a reliable model to streamline and standardise their inventory management.

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HOW WE CAN HELP YOU



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### CHALLENGE

One of Mexico's largest department store chains faced challenges in managing their nationwide inventory processes. With 124 stores located across the country and a wide range of high-value products, they needed a comprehensive solution to audit their inventory control procedures, standardise practices, and ensure more effective management of their merchandise.

### WHY RGIS?

The department store chain selected RGIS Mexico for our end-to-end service approach. Our proposal included process audits, data preparation, and custom reporting templates. RGIS's ability to provide ongoing support and operational oversight throughout the project made us the ideal partner to meet customer's needs.

### OUR SOLUTION

RGIS delivered a customised inventory audit solution tailored to the department store chain's specific requirements. The project included:

- **Personalised Support:** We provided constant operational and managerial attention to address client needs before, during, and after the service.
- **Data Preparation and Reporting:** RGIS created templates for BI data processing and reviewed documented processes to suggest improvements.
- **Training and Process Improvement:** Trends were reviewed, and training sessions were conducted for inventory control staff to enhance their skills.

The solution was executed by a team of 44 staff members, including Operational Managers, Area Managers, RTSs and Operational Auditors. The data was processed using computers and mobile devices, with significant time invested in reviewing and instrumenting historical data.

### RESULTS

- Nationwide correction of procedures for merchandise control.
- Development of a training model for inventory management staff at each centre.
- Standardisation of practices and creation of new KPIs for continuous monitoring.
- The client expressed satisfaction, stating that their initial expectations were exceeded, strengthening the commercial relationship and identifying growth opportunities.