



# MERCHANDISING SUPPORT REPLENISHING STOCK ON SHELVES

## Case Study: Merchandising – DIY Store Chain

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A DIY store chain in France were faced with staff shortages. To prevent the shortage of staff from affecting the margins and putting the internal teams under further strain, the point-of-sale team requested the support of RGIS. The DIY store wanted a reliable company capable of providing qualified teams to carry out the daily restocking of products in the sales area, and guarantee the perfect maintenance of the shelves.

### REQUIREMENT

The DIY Store chain needed a solution to support stores with **stock replenishment due to staff shortages**, so required RGIS to provide the following:

- **Support in moving stock** off all shelves, and moving goods between the stock room and sales area
- **Restock the shelves** with products without customer or business disruption
- Giving more time for the internal store teams to focus on the core business – sales
- To ensure all **products are front-facing** to promote and encourage customers to purchase more
- **Increase product availability** on the shelf and improve customer satisfaction

### SOLUTION

The DIY store chain partnered with RGIS to complete the **stock replenishment support project**, and RGIS provided the following:

- Provided specific **safety training to all RGIS employees** and provided all the necessary safety equipment (shoes, vests, gloves)
- **Removed and restocked the goods** without disrupting the commercial activity (preparation of pallets and cages were completed during the day in the backroom and the shelves were restocked after the store closed)
- Scheduled **experienced teams of RGIS employees** to complete various tasks:
  - One RGIS employee was responsible for **unloading pallets during the day and the preparation of products by department**, ready for the night teams
  - An experienced team of 8-10 RGIS employees were scheduled for the night shift. **Replenishing shelves, and stocking them according to the store's planograms**
- **Audited** the service performed once a month

### RESULTS

The DIY store chain found by outsourcing the **stock replenishment support project** to RGIS, the following results were achieved:

- **Economical:** Allowed more time for the DIY store chain's own employees to take care of the customers and increase sales
- **Flexibility and responsiveness:** RGIS utilised the workforce according to activity peak times and the goods to be handled
- **Peace of mind:** Using experienced RGIS teams made up for the lack of internal staff and saved time, without disruption to the commercial activity
- **Customer satisfaction:** RGIS teams provided attractive, tidy shelves, with outward facing products, and reduced stock-outs on the shelves



By partnering with RGIS, the DIY store chain **solved the staffing shortage problems, streamlined the restocking of the shelves and increased both sales and margins**



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Dedicated Team



Stock Replenishment



Tailor-made Service



Time Saving



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