



# MULTIPLE LOGISTICS CENTRE PICK ACCURACY AUDIT

**Case Study:** Pick Accuracy Audit – Hypermarket Chain

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## Case Study: Pick Accuracy Audit – Hypermarket Chain

A large hypermarket group that operates mainly in the large-scale retail sector, required the support of RGIS. The hypermarket chain has 22 hypermarkets throughout Italy, which stock high quality food products.



### REQUIREMENT

RGIS have provided stocktaking services to the hypermarket chain for several years, so they turned to RGIS to assist them with additional support services.

The hypermarket chain needed a solution to help **investigate deliveries made from the third party logistics supplier** as there were some discrepancies in what was being delivered, so RGIS was required to provide the following:

- **Complete delivery checks** at the third party logistics centres
- **Understand the variances** between what the logistics supplier was sending and what the stores were actually receiving
- **Identify reasons for stock variations** from the logistic centres to store
- Easy to understand **reporting**



### SOLUTION

The hypermarket chain partnered with RGIS to complete the **logistic centre pick accuracy audit project**, and RGIS provided the following:

- Three logistics centres were selected for checking – fresh products, frozen products and grocery
- A team of **two experienced RGIS auditors** were scheduled per pick accuracy check
- RGIS teams checked that the product indicated in the electronic bill were the same as what was present on the pallet
- Electronic bills (provided by the customer) were loaded onto the RGIS RM2 scanners and then the **pallets were counted by the RGIS teams** and checked for any variances
- **All variances were corrected** at the logistics centre before being dispatched to the hypermarket



### RESULTS

The hypermarket chain found by outsourcing **logistic centre pick accuracy audit project** to RGIS, the following results were achieved:

- **The identified errors at the picking stage** and variances were recorded
- All data of variances were input into a **dashboard for the customer** which was easy to understand
- The accurate reports provided by RGIS were used to **investigate the root cause of any errors identified**, which helped to improve the productivity and quality of service to the stores
- The hypermarket chain was able to **gain back control of orders from the distribution centre**, reducing % errors made at the picking stage
- The customer was **very satisfied with the service received from RGIS teams** across all logistics centres, including being able to implement a penalty charge to the logistic centres for errors



By partnering with RGIS, the hypermarket chain was able to **gain back control of orders and stock** being dispatched from the logistics centre, **reducing errors** made at the picking stage



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Pick Accuracy Check



Stock Checked



Accurate Reports



Increased  
Product Availability



CONTACT **RGIS** TODAY TO SEE HOW **WE CAN HELP YOU**



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