



# RETAIL SUPPLY CHAIN TRUCK AUDIT

## Case Study: Supply Chain – Toy Retailer

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## Case Study: Supply Chain – Toy Retailer

An international toy, clothing, and baby product retailer offering toys, video games, dolls, action figures, learning games, building blocks and more. With multiple stores internationally and a website which also features articles and videos about the latest toy trends and hot brands, plus in-depth product reviews, hot toy lists and other brand experiences.

### REQUIREMENT

An international toy retailer needed a **retail supply chain audit** as it was suspected that the internal truck and trailer audits were not preventing errors in the supply chain.

The international toy retailer required RGIS to **review the internal process** which showed:

- Audits occurred only at the distribution centre
- **Nine weekly audits** – one at each distribution centre
- **Labour intensive**; resources needed to stay focused on core responsibilities
- **Limited budget** to address the issue
- **The process lacked frequency** to draw a valid conclusion, and only checked for mistakes made while shipping from the distribution centre, but not while receiving at the stores

### SOLUTION

The international toy retailer partnered with RGIS to complete the **retail supply chain truck audit project**, and RGIS provided the following:

- **Nationwide coverage** to all 866 store locations
- Scheduled **40 audits per week**
- Training to perform **custom audits**
- Performed **truck and trailer audits** inspecting for:
  - **Accuracy**
  - **Correct procedures**
  - **Safety**

### RESULTS

The international toy retailer found by outsourcing the **retail supply chain truck audit project** to RGIS, the following results were achieved:

- **Better visibility** into the supply chain. The retailer was able take immediate action when a problem was discovered
- **Prevented errors** – especially in split loads
- **Identified and addressed theft issues** – by providing pin lock and seal inspections
- **Raised awareness about safety** – by checking for violations
- **Affordability** – an increase in frequency for roughly the same cost as internal audits
- **Unbiased** – RGIS was able to perform blind audits
- The retailer was able to adjust processes to ensure **accuracy, safety and quality**



By partnering with RGIS, the international toy retailer has **full visibility into the supply chain** and can take immediate action when a problem is discovered



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Supply Chain Audit



Nationwide Coverage



Identified Issues



Affordable



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