

SUPPLY CHAIN COMPLIANCE AUDIT

Case Study: Supply Chain – Hypermarket

A French retail group worked with RGIS to complete **supply chain audits due to issues with the reliability** of warehouse orders



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Case Study: Supply Chain – Hypermarket

A large retail group currently operating in 33 countries with more than 10,860 stores, including hypermarkets, supermarkets, convenience stores and wholesalers, with a volume of 13 million people passing through its stores every day, required the support of RGIS.

REQUIREMENT

The large retail group specialising in hypermarket, supermarket and convenience stores which are a long-standing customer of RGIS since 2003, wanted to audit the order preparation process in two of the warehouses in Île-de-France, in order to achieve the following:

- · Identify the number and type of errors during picking and packing (bad references or errors in quantities taken) and limit them
- · Facilitate the reduction of stock shrinkage in warehouse and in store (in quantity and in value)
- Make order preparation more reliable
- Improve the productivity of the teams and the quality of service to the stores
- To limit stock differences in warehouse and in store

£-1 SOLUTION

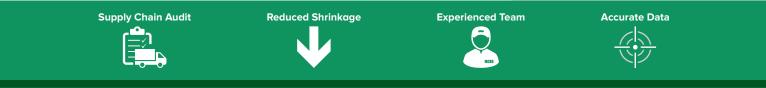
By working with RGIS, the retail group benefited from a specific quality control process to verify the compliance of orders in its supply chain:

- · For one month, a team of two experienced RGIS auditors visited the store or warehouse to randomly check a sample of five pallets per order
- RGIS teams were assembled according to the schedule of shipments and receptions
- · Computer entry of products prepared in the shipping area (warehouse) or delivered in the reception area (warehouse) to reconcile with the delivery docket
- · Verification of the differences was generated between the delivery docket and the prepared order (warehouse) or between the order received and the delivery docket (warehouse)
- · Development of software to analyse the shrinkage
- The following data was fed back weekly in the form of an Excel spreadsheet:
 - The rate of anomalies per controlled order
 - Shrinkage (rate and valuation) per order, per warehouse and per store
 - **Priced products**

RESULTS

By outsourcing the compliance audit of orders for two warehouses to RGIS, the French large retail group achieved the following results:

- Reduced the processing time of disputes between warehouses and stores by 30%
- Reliable results in shrinkage and stock numbers
- · Improved productivity by outsourcing order checks
- · Improved the quality of service to stores
- Reduced order picking errors and disputes



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By outsourcing the audit of its supply chain to RGIS, the French retail group realised that it could identify precise and rapid measurement of the anomaly rate in picking and packing operations



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