



# LOGISTIC CENTRE EFFICIENCY AUDIT

**Case Study:** Logistic Centre – Online Marketplace Company

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## Case Study: Logistic Centre – Online Marketplace Company

An online marketplace company dedicated to e-commerce and online auctions across Latin America.

### REQUIREMENT

The online marketplace company wanted to assess the efficiency of a logistic centre distributing stock ordered by customers, and also wanted to detect any issues which could impact the customer experience. The customer required the following:

- **Sample audits** to take place over 24 hours
- **Identify product discrepancies** to customer order
- **Report** on damaged items
- **Check** the shipping information

### SOLUTION

The online marketplace company partnered with RGIS to complete the following:

- Team of **25 experienced RGIS auditors** were split into teams
- RGIS teams were allocated different shifts to **cover 24 hour periods**
- Shipping information was checked, including location and order placed, then any **discrepancies were reported**
- The RGIS teams were able to **report on all damaged, missing or extra stock items**
- **Product order inaccuracies** including colour, size and model were also logged

### RESULTS

The online marketplace company found that by outsourcing the logistic centre efficiency project to RGIS, the following was achieved:

- An average of **54,000 stock items per 24 hour period** were reviewed
- From the reports generated the online marketplace company has been able to **improve processes and reduce inaccuracies** in customer orders
- These reports helped in ensuring the customers receive the correct orders, which in turn **improved the customer experience**



By partnering with RGIS, the online marketplace company was able to utilise the accurate reports generated to improve processes, which in turn created a **better experience for customers**



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Sample audits



Information Gathering



Accurate Data



24 hour period



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

 [salesUK@rgis.com](mailto:salesUK@rgis.com)

 +44 (0)1926 888 882

 [www.rgis.co.uk](http://www.rgis.co.uk)

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