



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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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



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



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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Supply Chain Audit



Reduced Shrinkage



Experienced Team



Accurate Data



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