



MERCHANDISING SUPPORT REPLENISHING STOCK ON SHELVES

Case Study: Merchandising – DIY Store Chain

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A DIY store chain in France were faced with staff shortages. To prevent the shortage of staff from affecting the margins and putting the internal teams under further strain, the point-of-sale team requested the support of RGIS. The DIY store wanted a reliable company capable of providing qualified teams to carry out the daily restocking of products in the sales area, and guarantee the perfect maintenance of the shelves.

REQUIREMENT

The DIY Store chain needed a solution to support stores with **stock replenishment due to staff shortages**, so required RGIS to provide the following:

- **Support in moving stock** off all shelves, and moving goods between the stock room and sales area
- **Restock the shelves** with products without customer or business disruption
- Giving more time for the internal store teams to focus on the core business – sales
- To ensure all **products are front-facing** to promote and encourage customers to purchase more
- **Increase product availability** on the shelf and improve customer satisfaction

SOLUTION

The DIY store chain partnered with RGIS to complete the **stock replenishment support project**, and RGIS provided the following:

- Provided specific **safety training to all RGIS employees** and provided all the necessary safety equipment (shoes, vests, gloves)
- **Removed and restocked the goods** without disrupting the commercial activity (preparation of pallets and cages were completed during the day in the backroom and the shelves were restocked after the store closed)
- Scheduled **experienced teams of RGIS employees** to complete various tasks:
 - One RGIS employee was responsible for **unloading pallets during the day and the preparation of products by department**, ready for the night teams
 - An experienced team of 8-10 RGIS employees were scheduled for the night shift. **Replenishing shelves, and stocking them according to the store's planograms**
- **Audited** the service performed once a month

RESULTS

The DIY store chain found by outsourcing the **stock replenishment support project** to RGIS, the following results were achieved:

- **Economical:** Allowed more time for the DIY store chain's own employees to take care of the customers and increase sales
- **Flexibility and responsiveness:** RGIS utilised the workforce according to activity peak times and the goods to be handled
- **Peace of mind:** Using experienced RGIS teams made up for the lack of internal staff and saved time, without disruption to the commercial activity
- **Customer satisfaction:** RGIS teams provided attractive, tidy shelves, with outward facing products, and reduced stock-outs on the shelves



By partnering with RGIS, the DIY store chain **solved the staffing shortage problems, streamlined the restocking of the shelves and increased both sales and margins**



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Dedicated Team



Stock Replenishment



Tailor-made Service



Time Saving



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