ON-SHELF AVAILABILITY OF SELECTED PRODUCTS WITHIN SUPERMARKETS

Case Study: Compliance Audit – Supermarket Chain

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An American multinational retail corporation has a large chain of hypermarkets, supermarkets, discount department stores and grocery stores. The supermarket chain currently operates approximately 400 stores in Brazil, and required the support of RGIS.

REQUIREMENT

The supermarket chain needed an **analysis of missing products within stores** to ascertain the availability of those products, so required RGIS to provide the following:

- **National coverage** to be able to visit all stores across Brazil
- **Investigate the disruption** in the loss of sales of missing products within stores
- All data to be captured and **reported electronically**
- **Identify the reasons** items were out of stock and not available to customers

SOLUTION

The supermarket chain partnered with RGIS to complete the **on-shelf product availability project**, and provided the following:

- RGIS scheduled **870 experienced auditors** in multiple teams
- **Checked the items** that should have been on the shelves or in stock
- **Identified if the missing item** was out of stock, and the reason why it had not been replaced if there was stock available
- **Information was collated** on the missing products in each of the stores, including quantity available or whether the item was out of stock

RESULTS

The supermarket chain found by outsourcing the **on-shelf product availability project** to RGIS, the following results were achieved:

- **358 stores were visited** within 58 days, as requested by the customer
- RGIS provided the customer with **clear visibility of products in breach of a pre-established list** for analysis, enabling the customer to establish a priority list for decision making
- Based on the **accurate reporting**, the customer was able to **establish a set of internal actions**:
  - Review of internal purchasing processes
  - Review of internal processes for distribution of DCs to stores
  - Review of internal supply processes
  - Review of in-store product replacement processes
- The customer was then able to fill all shelf gaps to **ensure the products were available for customers to purchase**

By partnering with RGIS, the supermarket chain had **clear visibility of all missing products in each store** that were not available for customers to purchase, and was able to **establish a set of internal actions to resolve the product availability issues**

358 Stores Visited

Identified Missing Stock

Accurate Reports

Product Availability

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

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