



DAILY CYCLE COUNT STOCKTAKING IN MULTIPLE PHARMACY STORES

Case Study: Supply Chain Audit – Pharmacy Chain

A chain of pharmacy stores needed a solution to **perform daily cycle counts** to enable them to gain control of stock from the distribution centre to stores

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A large company in Costa Rica with four business units required the support of RGIS. One of the business units has its headquarters and distribution centre based in San José, Costa Rica and has a total of 94 pharmacies across the country.



REQUIREMENT

The pharmacy chain needed better insight into orders being sent from the pharmacy stores to the distribution centre. Issues were arising with controlling inventory in the pharmacies, as they were receiving products that were not requested, so RGIS was required to provide the following:

- Visit **40 pharmacy stores**
- Carry out cycle counts every day to **identify stock requirements**
- **Place orders with distribution centre** based on requirements



SOLUTION

The pharmacy chain partnered with RGIS to complete the **daily pharmacy cycle count project**, and RGIS provided the following:

- Scheduled a team of **40 experienced RGIS auditors** who visited the requested pharmacy stores simultaneously
- The customer trained the RGIS employees with all the necessary details in order to **identify which products were required** based on the physical stock
- RGIS teams worked at the facilities from Monday to Friday from 8am to 5pm
- **Cycle counts were performed each day** and RGIS teams controlled the orders made to the distribution centre



RESULTS

The pharmacy chain found by outsourcing **daily pharmacy cycle count project** to RGIS, the following results were achieved:

- The customer was able to **gain back control of orders to the distribution centre** in all the 40 pharmacy stores
- Received accurate stocktaking data which **improved efficiency**
- **Better stock availability was achieved**, as the number of products out of stock in stores was dramatically reduced
- The customer was **very satisfied with the service received from RGIS teams** across all stores



By partnering with RGIS, the pharmacy chain was able to **gain back control of orders and stock** within all of the pharmacy stores, **which reduced the number of out-of-stock products** for customers



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Supply Chain Audit



Stock Checked



Increased Product Availability



Satisfied Customer



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