



INVENTORY COUNTS FOR NEW FLOORING STORES

Case Study: Retail Store Inventory – DIY Store Chain

A large DIY store chain needed a solution to **accurately count stock** in the new specialist flooring stores

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A large DIY store chain operating a total of 167 stores in nine European countries, required the support of RGIS. The DIY store chain has decades of experience in operating DIY megastores with garden centres in major regional catchment areas. In 2021 the DIY store chain opened two new stores in Germany under a new brand, specialising in selling flooring materials.



REQUIREMENT

The DIY store chain needed a solution to **accurately count stock** in the new stores. As RGIS have a **long-term relationship** and experience in counting for the DIY store chain, they choose RGIS to provide the following in the new flooring stores:

- Experience within a **retail environment**
- **Count all stock** in the new stores including storage rooms
- **Accuracy** to be a priority



SOLUTION

The DIY store chain partnered with RGIS to complete the **new flooring store stock count project**, and RGIS provided the following:

- RGIS teams visited the stores prior to each inventory and **worked closely with the customer's HQ team** to ensure all the details of the count were clarified and understood by all parties
- RGIS teams defined the parts of the store that the customer had to **prepare prior to the inventory**, and how to prepare these areas
- The defined areas were then checked with a second visit from RGIS to **ensure everything was ready for the inventory count**
- Scheduled a team of **28 experienced RGIS auditors** for a period of **5 days per store**
- Due to all the flooring material being stored differently on top of one another in pallets, there were different ways to capture the data – pieces, square metres or package
- **Accuracy checks** were completed on the sales floor and the storage rooms



RESULTS

The DIY store chain found by outsourcing the **new flooring store stock count project** to RGIS, the following results were achieved:

- A total of **240,000 units** were accurately counted across both stores
- The RGIS team visits to the stores prior to the inventories, **helped save time** and any delays on the day of the count
- As this was the first inventory for these stores, there was no existing data to compare the figures to, but the customer was **satisfied that the accuracy** of the count was high

By partnering with RGIS,
the DIY store chain had
**all stock accurately
counted** in all of the new
flooring stores



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Stock Count



Accurate Data



Collaborative
Approach



Satisfied Customer



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