



# THIRD PARTY LOGISTICS CENTRE HYPERMARKET PICK ACCURACY AUDIT

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## Case Study: Pick Accuracy – Hypermarket

A large hypermarket group that operates mainly in the large-scale retail sector, required the support of RGIS. The hypermarket chain has 22 hypermarkets throughout Italy, which stock high quality food products.



### REQUIREMENT

The hypermarket chain wanted to **check the accuracy of picking** by a third party in the logistics centre, so RGIS was required to provide the following:

- Allow the hypermarket chain to **monitor the accuracy of picking service** made by the third party logistics centre that supplies the hypermarkets
- **Complete random delivery checks** of pallets before they leave the logistics centre to go to stores



### SOLUTION

The hypermarket chain partnered with RGIS to complete the **third party pick accuracy project**, and RGIS provided the following:

- Scheduled a team of **2-3 experienced RGIS auditors** who visited the hypermarket logistic centre twice per week
- RGIS teams **checked a random pallet** in each logistic bay – each bay was for a different store
- **Completed checks** to make sure the quantity indicated on the electronic bill was effectively present in the pallet that will be loaded onto the truck
- **Full reports** were sent directly to the customer to investigate root cause of **any errors identified**



### RESULTS

The hypermarket chain found by outsourcing **third party pick accuracy project** to RGIS, the following results were achieved:

- The hypermarket chain was able to **check the quality of the picking service** made by the third party logistics centre for the hypermarkets
- The **accurate reports provided by RGIS** were used to investigate the root cause of any errors identified, which helped to **improve the productivity and quality of service to its stores**
- Following the successful project, RGIS are also now providing the **additional delivery check services** at the customer's grocery, fresh food and frozen food logistic centres



By partnering with RGIS, the hypermarket chain was able to **check the quality of the picking service** made by the third party logistics centre and **improve the productivity and quality of service** to its stores



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Pick Accuracy Check



Accurate Reports



Increased Productivity



Satisfied Customer



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