RGIS®

MULTI-AUDIT PROGRAMME REDUCES SHRINK AND IMPROVES STOCK FILE ACCURACY

CASE **STUDY**

CLIENT

Leading Discount Retailer
Industry: Retail (Discount Stores).
Service: Shrink analysis audits.

The discount store selected RGIS due to our proven experience with large-scale retail shrink audits and our ability to manage multiple audit types simultaneously.

CHALLENGE

The customer operates a widespread discount retail network across the UK, Ireland, Poland, and Spain, with over 850 stores. Following an acquisition, the business implemented a strategic restructure that included downsizing the store estate to between 600 – 650 locations.

A thorough review of operational shrink highlighted the need to audit various in-store processes contributing to stock loss. The customer required an experienced audit partner to design and execute a targeted programme to uncover:

- Hidden stock loss.
- Stock file inaccuracies.
- Store-level process gaps.

All findings needed to be presented clearly and concisely for board-level reporting.

WHY RGIS?

RGIS was selected due to:

- Proven experience with large-scale retail shrink audits.
- Ability to manage multiple audit types simultaneously.
- Long-standing relationship with the customer.
- Capability to deliver reports ready for executive presentation.

OUR SOLUTION

RGIS deployed a multi-audit programme across selected store locations. The audits were conducted simultaneously to maximise efficiency and provide a holistic view of stock management. Approximately 5,000 – 8,000 SKUs audited across 1,000+ product ranges:

- **Legacy Audit – Seasonal Lines:** Counted pre-listed seasonal SKUs manually. Compared findings to current stock file. The results helped identify historical shrink due to overstated inventory.
- **Store Audit – SKU Validity Check:** All SKUs scanned at tills and non-scannable items and duplicates were identified. Cleaned stock file, improved margin accuracy.
- **Date Check Audit:** Audited expiry-dated items (Use By, Best Before). Barcodes were captured and photos taken for validation; this helped the customer remove short-dated and expired stock from active locations.
- **Delivery Check Audit:** Validated inbound deliveries at store level. Cross-referenced with prior audits to assess delivery accuracy improvement.

RESULTS

- **Legacy Audit** revealed shrink masked by overstated stock.
- **Date Check Audit** exposed inconsistencies in expiry stock handling.
- **Store Audit achieved ~99% SKU accuracy**; customer confirmed low risk in removing legacy codes.
- **Delivery Check Audit** confirmed operational improvement in stock intake processes.

CONCLUSION

RGIS delivered a comprehensive, coordinated audit solution that enabled the customer to take decisive steps in managing shrink, cleansing their stock file, and improving operational processes across their store estate.

CONTACT RGIS TODAY TO SEE HOW WE CAN HELP YOU

rgis.com.au
1300-656-866
sales@rgis.com.au