



Medicinal +

Vitamins

CHEMIST FRANCHISE STOCKTAKES

Case Study: Chemist Stocktake – Franchise Chemist Chain

A franchise chemist chain needed a solution to **accurately count stock within franchise stores**

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One of the largest pharmacy retailers in Australia, with over 300 stores across the country, required the support of RGIS. The product offerings span a large range of categories and brands from fragrances, skincare and makeup, to weight management, vitamins and medicines.

REQUIREMENT

The franchise chemist chain needed a solution to **accurately count stock within franchise stores**, so required RGIS to provide the following:

- **Count all stock** in store including medicines
- **Minimise disruption** to customers, staff and business
- **Update Point of Sale (POS) files**

SOLUTION

The franchise chemist chain partnered with RGIS to complete the **chemist stock count project**, and RGIS provided the following:

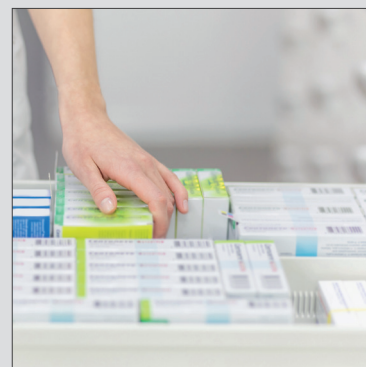
- The in-house stocktake model was to **count by department across a six week period during trading hours** with store staff. RGIS' solution was to complete each site towards the **end of the trading day when sales were light** and complete the full store in **one day**
- Storage areas were completed first with a small team of experienced RGIS auditors and then additional RGIS auditors commenced counting stock on the shop floor
- A team of **15-25 experienced RGIS auditors** were provided to each event with staffing numbers being predetermined based on the stock holding of each location
- RGIS obtained a **full national product master file** from the chemist chain each week that were loaded into the handheld scanners
- Once the initial count of the store was completed, RGIS generated a **variance report** indicating **any differences between the expected stock on hand** to that just counted by the RGIS team
- These lines were investigated by the RGIS Supervisor and the chemist chain's Store Manager to ensure accuracy. Once accuracy had been verified, RGIS provided the Site Manager with an upload file to load back into the store's Point of Sale (POS) system to update the stock on hand levels

RESULTS

The franchise chemist chain found by outsourcing the **chemist stock count project** to RGIS, the following results were achieved:

- Everything was completed prior to RGIS leaving the site, which enabled the store to start trading the next morning with an **accurate reflection of the available stock**
- This meant that a **full store stocktake was completed in one evening** with results posted, as opposed to weeks of counting with their in-store teams
- **Counted stock value of \$245,000 – \$930,000 (SGD)** at cost per franchise store
- **35,000-100,000 units counted** per store

By partnering with RGIS, the franchise chemist chain found that everything was completed prior to RGIS leaving the site, which enabled each store to start trading the next morning with an **accurate reflection of the available stock**



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Stock Count



Accurate Data



Variance Reports



Fast Turnaround



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