



# DELIVERY CHECKS TO INCREASE PRODUCT AVAILABILITY

**Case Study:** Delivery Check – Home and Garden Retailer

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## Case Study: Delivery Check – Home and Garden Retailer

A UK home and garden retailer founded in London in 1872 required the support of RGIS. It sells a range of housewares, small electrical appliances, gardening products, kitchenwares, DIY, and consumer electronics throughout 93 shops, mainly in Greater London and South East England, as well as online. All of the 93 stores are stocked by the main distribution centre where the delivery checks were required.



### REQUIREMENT

A national home and garden retailer wanted to reduce shrinkage and increase product availability by having delivery checks, so required RGIS to complete the following:

- **Stock to be checked** both when picked at the distribution centre, and before going on shop floor at the store
- **Validate accuracy** of picking at the distribution centre
- **Reduce shrinkage**
- **Increase product availability**
- **Reduce the time** store staff were double-checking deliveries



### SOLUTION

The national home and garden retailer partnered with RGIS to complete the **delivery check project**, and the provided the following:

- **Custom processes** were put in place
- **Accurate checks** to be completed of **all cages**
- **Sample of 5%** of all deliveries for each store were audited
- **Checks** were made at both the **distribution centre** and **on arrival at store**
- **Full reports** were sent directly to customer to investigate **root cause of any errors** if identified



### RESULTS

The national home and garden retailer found by outsourcing the **delivery check project** to RGIS, the following was achieved:

- Errors could be **clearly identified** and the **root cause**
- **Shrinkage was reduced**
- **Better understanding of product availability**
- Procedures could be simplified for a more **efficient process**



By partnering with RGIS, the national home and garden retailer had a **better understanding of product availability** and was able to considerably **reduce shrinkage**



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Delivery Check



Accurate Data



Better Understanding



Shrink Reduction



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