



NATIONAL SUPERMARKET CHAIN INTERNAL AUDIT

Case Study: Retail Audit – Supermarket Chain

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A publicly traded Mexican grocery store and department store chain, which also operates stores in California, Arizona, and Nevada, required the support of RGIS.

REQUIREMENT

The supermarket chain required support from RGIS to complete internal audits within all stores, as the internal audit team had limited budget and team capacity. The requirements were as follows:

- To complete internal audits in all **262 stores**
- Double the 10% internal audits completed
- Audits to be completed in **sales, stock, incomes and expenditures**
- **Accurate reporting** for all audits

SOLUTION

The supermarket chain partnered with RGIS to complete the **internal audit project**. RGIS carried out the following:

- RGIS worked with the existing internal audit team as **one team**
- Internal audit **reviewed and validated**:
 - **Sales**: price tags, **expiry dates**, promotions, missing stock, assortment
 - **Stock**: PO, reception controls, timetables, **perishables**, inventory variances, OHQ reliability, transferences, rejections
 - **Income and expenditures**: general cash validation, proof of income, proof of expenses, **cash control**, cashier control, charges cancellations, correct charges mainly in perishables

RESULTS

The supermarket chain found that by outsourcing the internal audit project to RGIS, the following was successfully achieved:

- Increased internal audits from 10 to 45
- Provided **accurate reporting** for **different formats of stores**
- The customer had **complete control over the stock** including perishables and stock with expiry dates
- **Reduced wastage** due to being aware of which stock was due to expire and any missing stock



The national supermarket chain found the **accurate reports supplied by RGIS** provided awareness of which stock was due to expire, **reducing waste**



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RGIS_CS_0072_01

People Services



Collaborative
Approach



Accurate Reporting



Reduced Wastage



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