



PALLET COUNT AND INSPECTION AUDIT ACROSS MULTIPLE RETAIL STORES

Case Study: Retail Services – Pallet Pooling Service

A pallet and container pooling service needed a solution to **perform monthly audits to retail clients** to verify that the pallets were in good condition and being properly used

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A company dealing in pallet and container pooling services, serving customers in a range of industrial and retail supply chains, required the support of RGIS. The company currently manage, maintain, transport and supply approximately 330 million platforms that are shared and reused by growers, manufacturers, distributors and retailers.



REQUIREMENT

The pallet pooling service needed to perform **monthly audits to retail clients** in order to verify that the pallets were in good condition and being properly used, so required RGIS to provide the following:

- Perform a **minimum of 800 audits** on both stores and retail distribution centres per month
- Accurately **count all pallets and capture information** about the condition
- All data to be **reported electronically**



SOLUTION

The pallet pooling service partnered with RGIS to complete the **pallet count and inspection project**, and provided the following:

- RGIS scheduled teams of up to **two experienced auditors per store**
- As the audits took approximately two hours, a maximum of **six stores were completed per day**, depending on the store location
- RGIS auditors were trained by the customer's teams in order to properly **perform the audits to the exact customer's requirements** and to understand pallet misuse
- Audits were performed using **printed sheets** which had to be signed by the customer
- All **data was captured for each pallet** and loaded onto the customers database
- All audits were **coordinated and reviewed** by an internal RGIS team



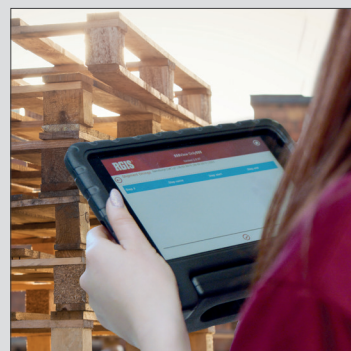
RESULTS

The pallet pooling service found by outsourcing the **pallet count and inspection project** to RGIS, the following results were achieved:

- RGIS accurately audits the **approximately 1000 locations per month**, more than the minimum amount requested by the customer
- All information as to the **condition of each pallet is now captured**
- Besides gaining **valuable stock information** per location, the customer is able to establish penalty fees for scratched, damaged and misused pallets



By partnering with RGIS, the pallet pooling service has **gained valuable stock information** per location, and is also able to **establish penalty fees for scratched, damaged and misused pallets**



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RGIS_CS_0272_02

800 Locations
Per Month



Experienced Team



Pallet Condition
Captured



Accurate Data



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