



RETAIL SUPPLY CHAIN TRUCK AUDIT

Case Study: Supply Chain – Toy Retailer

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An international toy, clothing, and baby product retailer offering toys, video games, dolls, action figures, learning games, building blocks and more. With multiple stores internationally and a website which also features articles and videos about the latest toy trends and hot brands, plus in-depth product reviews, hot toy lists and other brand experiences.

REQUIREMENT

An international toy retailer needed a **retail supply chain audit** as it was suspected that the internal truck and trailer audits were not preventing errors in the supply chain.

The international toy retailer required RGIS to **review the internal process** which showed:

- Audits occurred only at the distribution centre
- **Nine weekly audits** – one at each distribution centre
- **Labour intensive**; resources needed to stay focused on core responsibilities
- **Limited budget** to address the issue
- **The process lacked frequency** to draw a valid conclusion, and only checked for mistakes made while shipping from the distribution centre, but not while receiving at the stores

SOLUTION

The international toy retailer partnered with RGIS to complete the **retail supply chain truck audit project**, and RGIS provided the following:

- **Nationwide coverage** to all 866 store locations
- Scheduled **40 audits per week**
- Training to perform **custom audits**
- Performed **truck and trailer audits** inspecting for:
 - **Accuracy**
 - **Correct procedures**
 - **Safety**

RESULTS

The international toy retailer found by outsourcing the **retail supply chain truck audit project** to RGIS, the following results were achieved:

- **Better visibility** into the supply chain. The retailer was able take immediate action when a problem was discovered
- **Prevented errors** – especially in split loads
- **Identified and addressed theft issues** – by providing pin lock and seal inspections
- **Raised awareness about safety** – by checking for violations
- **Affordability** – an increase in frequency for roughly the same cost as internal audits
- **Unbiased** – RGIS was able to perform blind audits
- The retailer was able to adjust processes to ensure **accuracy, safety and quality**



By partnering with RGIS, the international toy retailer has **full visibility into the supply chain** and can take immediate action when a problem is discovered



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Supply Chain Audit



Nationwide Coverage



Identified Issues



Affordable



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