



GROCERY CHAIN PRICING AUDIT

Case Study: Retail Services – Grocery Chain

An employee-owned grocery chain needed a solution to **validate correct pricing in stores**

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A company that has grown from a single store, into one of the largest employee-owned grocery chains in the United States, required the support of RGIS. The grocery chain has a total of 1,297 stores in the United States, with over 200,000 people working for the well-known supermarket.

REQUIREMENT

The grocery chain needed a solution to validate correct pricing in stores so required RGIS to provide the following:

- **National coverage**
- **Audit pricing** in existing stores
- Any new store openings to also have pricing checked
- Compare stock on shop floor with in-store pricing file, **identify any variances** and **report those variances**
- Each store to achieve at least a **70% pass rate**

SOLUTION

The grocery chain partnered with RGIS to complete the **pricing audit project**, and RGIS provided the following:

Existing stores:

- Scheduled **one experienced RGIS auditor per store**
- Scanned between **800-1,000 items in each store**
- Keyed the price directly below the product or immediately to the left
- After items were scanned the **pricing data was validated** against the in-store pricing file
- A **report was generated** and provided to management showing them any variances

New store openings:

- Scheduled **six to eight experienced RGIS auditors per store**
- Scanned **every item in store**
- **Checked price** against the warehouse pricing and in-store pricing
- A **report was generated** and provided to the store management team showing them any variances

RESULTS

The grocery chain found by outsourcing the **pricing audit project** to RGIS, the following results were achieved:

- All variances in pricing were **identified and rectified**
- This project has assisted the grocery store to achieve their **99% pricing accuracy guarantee**
- **Two audits are being conducted annually** unless a store fails, and then they are on an 'as-needed' schedule



By partnering with RGIS, the grocery chain found that all **variances in pricing were identified and rectified** which has assisted them to achieve their **99% pricing accuracy guarantee**



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Price Checking



Accurate Data



Variance Reports



Improved Accuracy



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