



LOSS PREVENTION AUDIT

Case Study: Retail Services – Supermarket Chain

A supermarket chain required the support of RGIS to complete **Loss Prevention Audits** across all of their stores

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A supermarket chain's objective was to have an independent, accurate and impartial audit on how compliant stores are on their stock protection process and procedures, whilst ensuring that the necessary corrective action was taken.

REQUIREMENT

RGIS to complete an independent, accurate and impartial loss prevention audit which consisted of:

- **Unannounced audits to all stores**, within an agreed period
- **Consistent measure** across all stores
- **Tailored reporting** that would identify compliance and create an action plan per store
- **Accurate audits** conducted in a professional way
- Provide **improvement recommendations** on a store by store basis

SOLUTION

The RGIS approach was to listen to the supermarket chain's requirements and as well as gaining a clear understanding of their **end goals and objectives**, complete with any existing barriers:

- A **project manager** was assigned in order to capture the much needed detailed customer requirement and to manage the project from start to finish
- A **dedicated audit team** was selected, fully trained by the customer and accredited for this project
- The **collaborative approach** enabled RGIS to review the current process and procedures without any resistance, resulting in the decision making and solution finding to be a very **smooth process**

RESULTS

The supermarket chain found the outcome of this project was a success from the beginning, due to the fact that the key metrics had been established with RGIS from the outset.

Key stats:

- **Improved awareness of the loss prevention** requirements and process across all the supermarket chain's stores
- Multiple version of the **store compliance** was reduced one single version, with easy access to all stakeholders
- Audit non-compliance **reduced from 91% in the first cycle to 15% during the third cycle**
- Availability of **product protection equipment** at the first cycle increased from 40% to 85%
- Key learnings were shared in order to **improve compliance** across all stores

Partnering with RGIS meant the supermarket chain's **loss prevention audit** non-compliance reduced from **91% in the first cycle to 15% during the third cycle**



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Collaborative
Approach



Improved Awareness



Accurate Information



Product Availability



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