



LOSS PREVENTION AUDIT IN TOP SHRINK STORES

Case Study: Retail Services – Supermarket Chain

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One of the UK's largest food retailers with 2,400 stores and online shopping service with over 3,000 own brand product lines required the support of RGIS. Offering customers distinctive, quality products at competitive prices across food, general merchandise, clothing and financial services. Driving efficiency in day-to-day operations enables them to invest in the customer offer in areas that they value: choice, quality, low prices, convenience and great service.

REQUIREMENT

The supermarket chain needed to carry out **loss prevention audits across the top 100 highest shrink branches** after an internal restructure, so required RGIS to provide the following:

- The audits needed to focus on **risk areas and processes within retail stores**, which are proven to add to the corporate shrink number when unattended
- **Identify trends** from analysis
- Complete the audits in the **top 100 highest shrink branches**

SOLUTION

The supermarket chain partnered with RGIS to complete the **shrink loss prevention project**, and provided the following:

- Partnered with a **proficient IT provider**
- Scheduled one **experienced RGIS auditor** to each of the 100 stores
- **Identified 70 questions** which covered the warehouse, across the store, the shop floor, offices and the goods in bays

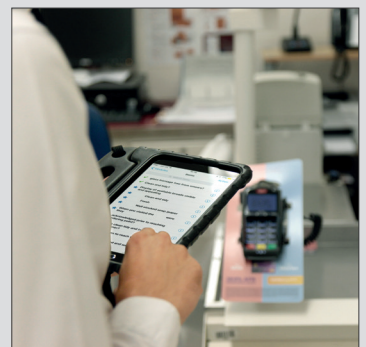
RESULTS

The supermarket chain found by outsourcing the **shrink loss prevention project** to RGIS, the following results were achieved:

- A single auditor carried out the audits for each store with minimal store assistance required for **independence and impartiality**
- Audits typically took **two to three hours to complete** and survey, per store
- Initial audits at each store showed a **pass rate of between 40-50%**
- After a period of only four months, the **compliance regularly exceeded 90%** at the same stores
- Results were shared directly with stores and the head of region, with action plans to **drive improved performance**
- RGIS was able to provide **top level management summaries** of the audits on a **weekly basis** across the sample of stores, to see **trends and onwards analysis**
- The supermarket chain quickly added more stores to the program, and **rolled it out nationally** following the success of the trial



By partnering with RGIS, the supermarket chain was able to **share the results directly with stores** and the head of region, with **action plans to drive improved performance**



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Audit Survey



Information Gathering



Better Understanding



Shrink Reduction



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