



# PET SUPERMARKET LOGISTICS SUPPLIER DELIVERY CHECKS

**Case Study:** Supply Chain – Pet Supermarket

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## Case Study: Supply Chain – Pet Supermarket

A pet supermarket offering pet food and accessories, has 130 pet stores and an online store with more than 8,000 pet products.

### REQUIREMENT

The pet supermarket wanted to check deliveries from a logistics supplier as there were some discrepancies in deliveries, so required RGIS to provide the following:

- **Understand the variances** between what the logistics supplier were sending and what the stores were receiving
- Complete **delivery checks** at store from the logistics supplier

### SOLUTION

The pet supermarket partnered with RGIS to complete the **logistics supplier delivery check project**, and provided the following:

- Scheduled one **experienced RGIS auditor**
- **Checked 100% of deliveries at store** from logistic supplier
- **Checked invoice from logistic supplier** against what was received at store
- **Counted 2347 units**

### RESULTS

The pet supermarket found that by outsourcing the logistics supplier delivery check project to RGIS, the following was achieved:

- **Identified** seven missing items at one store
- **100% accuracy** after delivery checks
- The customer set up an investigation into missing items with the logistics supplier



By partnering with RGIS, the pet supermarket found that **missing items from the logistics supplier were identified** and were able to conduct follow up investigations



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Supply Chain Audit



Variance Reports



Identified Missing Stock



Accuracy of  
**100%**  
Achieved

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