

CASE STUDY

CLIENT

Leading Discount Retailer
Industry: Retail (Discount Stores).
Service: Shrink analysis audits.

The discount store selected RGIS due to our proven experience with large-scale retail shrink audits and our ability to manage multiple audit types simultaneously.

CONCLUSION

RGIS delivered a comprehensive, coordinated audit solution that enabled the customer to take decisive steps in managing shrink, cleansing their stock file, and improving operational processes across their store estate.

**CONTACT RGIS TODAY TO SEE
HOW WE CAN HELP YOU**



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CHALLENGE

The customer operates a widespread discount retail network across the UK, Ireland, Poland, and Spain, with over 850 stores. Following an acquisition, the business implemented a strategic restructure that included downsizing the store estate to between 600 – 650 locations. A thorough review of operational shrink highlighted the need to audit various in-store processes contributing to stock loss. The customer required an experienced audit partner to design and execute a targeted programme to uncover:

- Hidden stock loss.
- Stock file inaccuracies.
- Store-level process gaps.

All findings needed to be presented clearly and concisely for board-level reporting.

WHY RGIS?

RGIS was selected due to:

- Proven experience with large-scale retail shrink audits.
- Ability to manage multiple audit types simultaneously.
- Long-standing relationship with the customer.
- Capability to deliver reports ready for executive presentation.

OUR SOLUTION

RGIS deployed a multi-audit programme across selected store locations. The audits were conducted simultaneously to maximise efficiency and provide a holistic view of stock management. Approximately 5,000 – 8,000 SKUs audited across 1,000+ product ranges:

- **Legacy Audit – Seasonal Lines:** Counted pre-listed seasonal SKUs manually. Compared findings to current stock file. The results helped identify historical shrink due to overstated inventory.
- **Store Audit – SKU Validity Check:** All SKUs scanned at tills and non-scannable items and duplicates were identified. Cleaned stock file, improved margin accuracy.
- **Date Check Audit:** Audited expiry-dated items (Use By, Best Before). Barcodes were captured and photos taken for validation; this helped the customer remove short-dated and expired stock from active locations.
- **Delivery Check Audit:** Validated inbound deliveries at store level. Cross-referenced with prior audits to assess delivery accuracy improvement.

RESULTS

- **Legacy Audit** revealed shrink masked by overstated stock.
- **Date Check Audit** exposed inconsistencies in expiry stock handling.
- **Store Audit achieved ~99% SKU accuracy;** customer confirmed low risk in removing legacy codes.
- **Delivery Check Audit** confirmed operational improvement in stock intake processes.