



## OPTIMISING SUPPLY CHAIN ACCURACY: HOW RGIS ENHANCED DELIVERY AUDITS FOR AN ITALIAN RETAILER'S NETWORK

### CASE STUDY

#### CLIENT

**Country:** Italy  
**Industry:** Retail (Grocery)  
**Number of Stores:** 250  
**Turnover:** €3.08 billion (2023)



*This case study highlights the collaboration between RGIS and an Italian retailer, showcasing the results and ongoing nature of the partnership.*

#### CONCLUSION

The Italian retailer is pleased with the results so far, and discussions are already underway for a continuation of the project into 2025. The current focus is on expanding the audits to include logistics centre checks. The success of this partnership has further solidified the relationship between the retailer and RGIS, with both parties working collaboratively to ensure continued accuracy and efficiency in their supply chain.

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#### CHALLENGE

A major Italian retailer approached RGIS to conduct delivery audits for their stores. With a vast network of over 260 stores, the retailer needed a solution to ensure the accuracy of goods delivered from their logistics centres to the individual stores. The aim was to identify discrepancies and address any variances quickly and efficiently to maintain operational excellence.

#### WHY RGIS?

The retailer chose RGIS due to our extensive experience in inventory management, proven expertise in large-scale projects, and our ability to deliver timely and accurate reporting. They required a comprehensive system to check goods delivered to their stores, ensuring accuracy and reliability across their supply chain.

#### OUR SOLUTION

RGIS deployed dedicated teams to cover 260 of the retailer's stores. Each team was tasked with counting all goods delivered from the customer's logistics centre and reporting any variances between the quantities ordered and those received. This process was carefully managed to ensure that discrepancies were identified promptly, and accurate data was captured for analysis.

The solution involved:

- Allocation of one Operations Manager, three Area Managers, and an average of six ASETs per event.
- The use of RM3 devices and tablets to capture data.
- Regular checks and audits over a 180-day period, with the program and planning phase taking an additional 60 days.
- Conducting these audits during off-hours to minimise disruption to store operations.

#### RESULTS

- The audits provided detailed statistical data on the delivery accuracy of each logistics centre, enabling targeted interventions where discrepancies were most frequent.
- Differences between regions and zones were identified, allowing the retailer to refine their reimbursement system for retail associates.
- The project sent a strong signal to retail associates, reinforcing that the retailer was taking proactive steps to improve delivery accuracy.
- As a result of the audits, the partnership between RGIS and the Italian retailer has grown stronger, and a new project has been initiated to audit deliveries directly at the customer's logistics centres.