



ENHANCING STORE COMPLIANCE WITH UNANNOUNCED AUDITS

CASE STUDY

CLIENT

Supermarket Chain

Industry: Retail (Grocery)

Number of Stores: Over 3,000



The supermarket chain had previously trialed similar services with other suppliers but chose RGIS due to the success of a six-month trial and the long-standing relationship between the two companies.

CONCLUSION

RGIS is currently in a two-year contract with the supermarket chain to continue providing profit protection audits. This project has helped the customer improve compliance across its store network and reduce shrink. RGIS and the supermarket chain continue to collaborate, sharing best practices to further enhance store processes and improve the service over time.

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CHALLENGE

A supermarket chain sought to enhance store compliance and profit protection by conducting unannounced audits across its stores. The goal was to capture a 'moment in time' snapshot of store compliance and processes related to shrink reduction and profit protection. The customer needed a trusted partner to conduct impartial audits using their own compliance app and provide accurate, actionable insights.

WHY RGIS?

The supermarket chain selected RGIS based on their professional approach and proven ability to deliver accurate, unbiased audits. RGIS was able to provide trained auditors who were fully briefed on the customer's specific requirements. The partnership was built on mutual trust, with RGIS demonstrating their capacity to add value by improving compliance across stores.

OUR SOLUTION

RGIS deployed fully trained auditors to conduct unannounced audits at the customer's stores.

Key elements of the solution included:

- **Unannounced Audits:** Auditors visited stores without prior notice, ensuring that the audits reflected real-time operations and compliance levels.
- **Use of Customer's App:** RGIS auditors used the customer's internal compliance app to conduct the audits, answering specific questions provided by them and offering insights into how stores could improve their processes.
- **Trained Auditors:** RGIS provided 30 trained ASETs for the full roll-out, supported by District Managers and an Operations Manager, ensuring that every audit met the supermarket chain's high standards.

RESULTS

- **Improved Compliance:** The audits identified key areas where stores needed to improve processes and compliance. RGIS provided consistent feedback that allowed the supermarket chain to formulate actionable improvement plans.
- **Identifying Trends:** RGIS helped the customer identify trends where compliance to processes was not being adhered to, enabling them to address these issues and implement corrective actions.
- **Customer Satisfaction:** The supermarket chain praised RGIS's professional approach and the passion demonstrated by the team. RGIS worked closely with the customer through bi-weekly calls, continuous training, and upskilling sessions to ensure the success of the project.