

CASE STUDY

Major High Street
Retailer

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Total Supply Chain Audit

Market Sector: Supply Chain

Major High Street Retailer

A major high street retailer came to Orridge Supply Chain Services with an issue of confusion about where, and to what extent, there is stock inaccuracy within their supply chain. There were distinct differences of views throughout their business about the scale of their inaccuracy as well as the source of it. The bottom line was that their on-shelf availability was suffering.

What was required?

- A clear understanding of the various steps within the supply chain so a robust solution could be determined.
- Clear and concise communication with the operational team within the distribution center.
- A clear understanding of the concerns of senior management as well as the supply chain teams
- An end-to-end mapping exercise for the entirety of the supply chain.
- An audit solution which could identify inaccuracy at whatever stage of the supply chain it occurred.

Methodology and solution

Orridge developed an audit solution which required a series of four separate stages of audits throughout the business.

- Inbound and outbound NDC checks, including a complex audit of pre and post merged stock.

- Inbound and outbound accuracy checks at a number of distribution hubs
- Inbound delivery checks at their stores.

The outcomes

The benefit of the Orridge approach is that it allowed for flexibility and variance dependent upon the findings we discovered. Having tracked individual pallets from the NDC to stores, an accurate and independent view of stock accuracy was presented to the client.

From the results presented, our client can focus the Orridge independent auditors to specific locations within their supply chain to run a regular but more focused audit on specific areas. The benchmark process is repeated at regular intervals to ensure that areas away from Orridge auditors do not fall behind.

A culture of trust

The results mean a much more reliable and secure supply chain with regular accuracy checks, this invariably develops a more trusting and positive environment within the client's organization. Our client can now be confident in their procedures, and in their team, to deliver a successful and accurate delivery of stock for the benefit of their customers.