

CASE STUDY

Poundland

MARKET SECTOR:
RETAIL



Poundland is one of the most successful variety store chains in the UK with over 890 stores serving over 7 million customers each week. In recent years, Poundland has expanded its offering to include clothing under the Pep & Co banner. Its complex supply chain relies on its systems and people doing the right things at the right time.



Our Role

Orridge have been working with Poundland for a number of years supplying stock taking services across its entire estate of stores. It was this long standing relationship which led Poundland to engage with the Orridge supply chain team to help them understand a number of supply chain issues within the Pep & Co clothing range.

At very short notice, Orridge were able to deploy auditors to the main Pep & Co distribution centre to audit outbound Pep & Co deliveries. This comprehensive audit involved item checking over 350 deliveries being dispatched to stores and measuring the accuracy of the deliveries. In tandem with this, we were

also able to supply mobile field auditors, whose role was to audit inbound deliveries across 12 randomly selected stores throughout the UK checking nearly 2000 individual cases of stock. This exercise served to measure accuracy at the point of delivery to enable a comparative view between outbound and inbound accuracy.

At the end of the project, Orridge were able to supply Poundland with a fully comprehensive report of our findings, with detailed analysis of the issues found.

The benefits of this approach to Poundland were:

- Audits carried out by independent expert Auditors
- Minimal impact to depot and store operations
- Instant feedback of audit results allowing for action to be taken
- Increased focus on depot operational accuracy
- Quick and effective communication channels
- Highly flexible audit team

We asked Simon Futcher, Profit Protection & Assurance Manager - Stores and Stock, who led the project for Poundland what he thought:

“The Orridge team were able to mobilise their auditors at very short notice, and deliver a first class project. The audit report they put together was comprehensive and insightful and allowed me to focus our energy on solving the root cause issues. Orridge communicated with us throughout the project, and were able to adapt quickly and efficiently to any challenges”

Members of the Orridge Supply Chain Audit Team can be on site at any time of day, any day of the year to carry out checks in a way which does not negatively impact on depot operations, while ensuring the sample audit meets the requirements of the client. Our Auditors are managed according to specific KPIs agreed in advance, and their performance is continually monitored to ensure the highest possible standard of service at all times.

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To find out more about Orridge’s supply chain audit services, please contact:

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