

CASE STUDY

Sainsbury's

MARKET SECTOR:
Supermarkets



Robert Holden – Stock Operations Manager



J. Sainsbury plc is one of the most comprehensive retailing businesses within the UK. Having broadened from their core ranges food and groceries, they now operate in selling clothing and offer financial and energy services!

The background

Full wall-to-wall stocktakes

Orridge work in partnership with Sainsbury's Stock Operations Team to conduct full wall-to-wall stocktakes across the estate of supermarkets, including Tu clothing, convenience stores and petrol stations.

Counts are conducted throughout the year in two phases. Between March and December they cover all stores, and for an 8–10 week period between January and March they focus on high-risk lines such as health and beauty, wine and spirits, general merchandise and clothing.

Stock preparation is key

In preparation for the stock take, Orridge are provided with a product file to prepare with. Sainsbury's have full control over what they want included within the stocktake and, if they wish, can exclude any products or lines they don't want to be counted.

All stocktakes start in the stockroom. The aim is to count the stores out of trading hours, however, on some occasions they may start counting the store within the last hour of trading. Counts take five hours with an hour wrap-up period.

Monitoring

As the live counts are conducted and locations completed, Sainsbury's staff are provided with Orridge's hand-held technology to verify the completed counts, thus ensuring accuracy and efficiency.

Following each stocktake, Store Managers are required to report on the count they have received. This enables future improvements, monitors KPIs and the ability to share best practices.



Reporting

At the end of the stocktake, the information gathered is transmitted to a central hub, where Orridge configure the reports, as specified by Sainsbury's, before sending the following day to Robert Holden, Stock Operations Manager and his team. The data and reports are validated and analysed to generate a shrink position and updated book stocks.

"Report development is one of the core benefits we have attained through our partnership with Orridge. These include volume and value, which are based around count differences. The reports we receive have enabled us to improve our processes, assist with staff training and provided efficiencies and cost savings attained though staff labour; our staff can now focus on the store and the job in hand".

Why partner with Orridge?

"My team and I have a great rapport with our dedicated Client Account Manager, who constantly strives to understand our business needs to aid improvement and to assist us in achieving our goals.

The core of what Orridge provide is accuracy. They are timely and instill confidence in my team, myself and most importantly to our store manages. They are professional and mindful to our customers when they count during trading hours.

I would certainly recommend Orridge. They are good at what they do, and do as they say they will do. Their performance is greatly evidenced by KPIs and positive feedback from the stores. They really are outstanding partners to work with".

"Great to have a team of this size attend the store. Very professional, friendly and polite colleagues. Speed of count was very good and accuracy also to a high standard. No negatives". Glebe Centre

"Big improvement on previous companies, better at spot-checking certain areas and colleagues who attended are very personable". Leeds Brewery Wharf Local



To find out more about Orridge's Supermarket stocktaking services or to arrange a meeting, please contact:

Peter Davies - Sales Director
peter.davies@orridge.eu
01279 775600

Sales Enquiries

Call: **01279 775 600**

Email: **contact@orridge.co.uk**

Suite A, Equity House
4-6 Market Street
Harlow, Essex CM17 0AH