

CASE STUDY

Tesco

MARKET SECTOR:
SUPERMARKET



Tesco is the largest retailer in the UK with over 3,400 stores and over 310,000 employees. The Tesco supply chain is, therefore, a very large and complex operation relying on the optimal performance of a large number of staff, systems and third-party contractors.

The Background

Orridge have been working with Tesco in a number of their Distribution Centres for almost two years now, implementing a Supply Chain Audit solution including both Goods-In and Pick Accuracy Auditing, allowing a full audit of a specific sample size of goods passing through the depots.

Tesco Distribution Centres need to provide a 24/7 service to the stores and as such have a high volume of goods passing through them. This volume fluctuates greatly throughout the day/week/year, so to provide the best possible information to Tesco about the accuracy of depot operations, the Orridge team assign calculated resources to match these fluctuations.

The Supply Chain Audit Team

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 that does not negatively impact on depot operations, while ensuring the Sample Audit meets the requirements of Tesco. Our Auditors are managed according to specific KPIs agreed with Tesco, and their performance is continually monitored to ensure the highest possible standard of service at all times.

The Benefits

- Freeing up time for Depot Management
- Audits carried out by expert Auditors
- Operation fully integrated into Depot systems
- Instant feedback of audit results allowing for action to be taken
- Improvement of Depot operation accuracy
- Quick and effective communication channels
- Highly adaptable team



Accuracy Checking

The task of Accuracy Checking within Tesco Distribution Centres was one previously assigned to the management team within Depots, taking valuable time away from their other duties.

Orridge have been able to utilise existing systems within Tesco to fully integrate our services within the operation of each Distribution Centre, allowing for fast and reliable results feedback from each audit carried out. This in turn provides the Depot with the opportunity to correct any discrepancies found, subsequently minimise store shrinkage and increase product availability on the shelves.

Communication

The appointment of a specific Account Manager allows for quick and effective communication between Tesco and Orridge, and subsequent communication of instructions to the team to put into action.

Scope and Adaptability

The Orridge Supply Chain Audit Team are able to adapt their processes at the request of Tesco. An example of this occurred when a store was reporting significant shrinkage issues, so the Orridge team were able to aim for a 100% audit on assignments leaving the Distribution Centre bound for that store to assist the investigation into where the Shrinkage was occurring.

Orridge are able to provide to Tesco is not limited to the accuracy of Goods-In and Assembly. Our position within the Supply Chain has allowed us to assist Tesco with other projects, such as collecting data related to the origin of stock damages with the aim of reducing losses due to stock being written-off. We are also able to uncover stock issues within the Depots due to goods being incorrectly booked in, having incorrect barcodes, being in the wrong location etc. The adaptability of our team means we are always ready to tackle new challenges and meet the needs of Tesco.

“Our highly trained Auditors can focus on the checks to allow for skilful, efficient and, most importantly, accurate audits to be carried out on a daily basis”.



The scope of information that

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