

# UK Food Retailer Confidential

## Stock Review



### Background

- A major UK convenience store operator wished to conduct a complete stock review

### Requirements

- Select representative pilot stores based on store type, turnover and stockholding across the estate
- Conduct mystery shopping visits
- Arrange staff interviews in store
- Liaise with colleagues who were running analytical assessment of trading and stock figures
- Compare findings with other food retailers
- Report anonymous findings to the Board

### Methodology

- Analyse store data to select range of pilot stores with excellent to high stockholdings across the estate
- Visit stores to conduct mystery shopping exercises and assess each local market and competition
- Arrange meetings with store managers and staff to discuss stock levels and process issues
- Analyse and prioritise findings
- Produce evidence based report with potential remedies and action points for consideration
- Present the report to the Board and answer questions

### Solution

- Definite trends within merchandising categories were acknowledged
- A change in buying process was approved
- Store process changes were established
- A new reporting procedure was established
- A review date of 12 months was agreed