



ORRIDGE

the Company that Counts

Stocktaking Solutions and Stock Inventory Services in the UK & Europe

that counts

contents



- 2 INDEX
- 3 WHO ARE WE?
- 4 OVERVIEW
- 5 TECHNOLOGY
- 6 WHY USE ORRIDGE?
- 7 - 8 **RETAIL**
- 9 - 10 **WAREHOUSING & DISTRIBUTION**
- 11 - 12 SUPPLY CHAIN SOLUTIONS
- 13 - 14 **SUPERMARKETS**
- 15 - 16 PHARMACY
- 17 - 18 CORE LINE AUDITS
- 19 - 20 FULL WALL-TO-WALL COUNTS
- 21 - 22 ON SHELF AVAILABILITY
- 23 - 24 PICK QUALITY AUDITS
- 25 - 26 PERPETUAL INVENTORY
- 27 CONTACT DETAILS



Who are we?

Orridge is a leading provider of stocktaking and stock inventory services, operating within the UK and Europe. Our accurate and cost-effective stocktaking solutions are enjoyed by many prominent high street retailers.

Orridge was founded in 1846 as a pharmacy stocktaking business and has maintained its status as the leading provider to this specialist sector. By introducing technological innovations Orridge has continued to lead as a provider and has enhanced the depth of service that is delivered today.

In 1988 Orridge entered the retail sector, servicing retailers specialising in fashion, homeware and entertainment, by introducing its hand-held-technology stocktaking solution to the market. Orridge has built long-term relationships with many high-profile high street retailers; many have been customers for several years and the vast majority use our services exclusively.

Core activity is full 'wall-to-wall' stocktakes. However, the business has adapted to meet the varying requirements of its customers by introducing additional services, including core line audits, perpetual inventory, on shelf availability, pick quality audits and a variety of other approaches designed to optimise efficiency in the supply chain.

Our stocktaking services in Europe mirror the processes and procedures for those provided within the UK, thus enabling Orridge to deliver a consistent pan-European stocktaking service wherever it is required.

Stocktaking Solutions

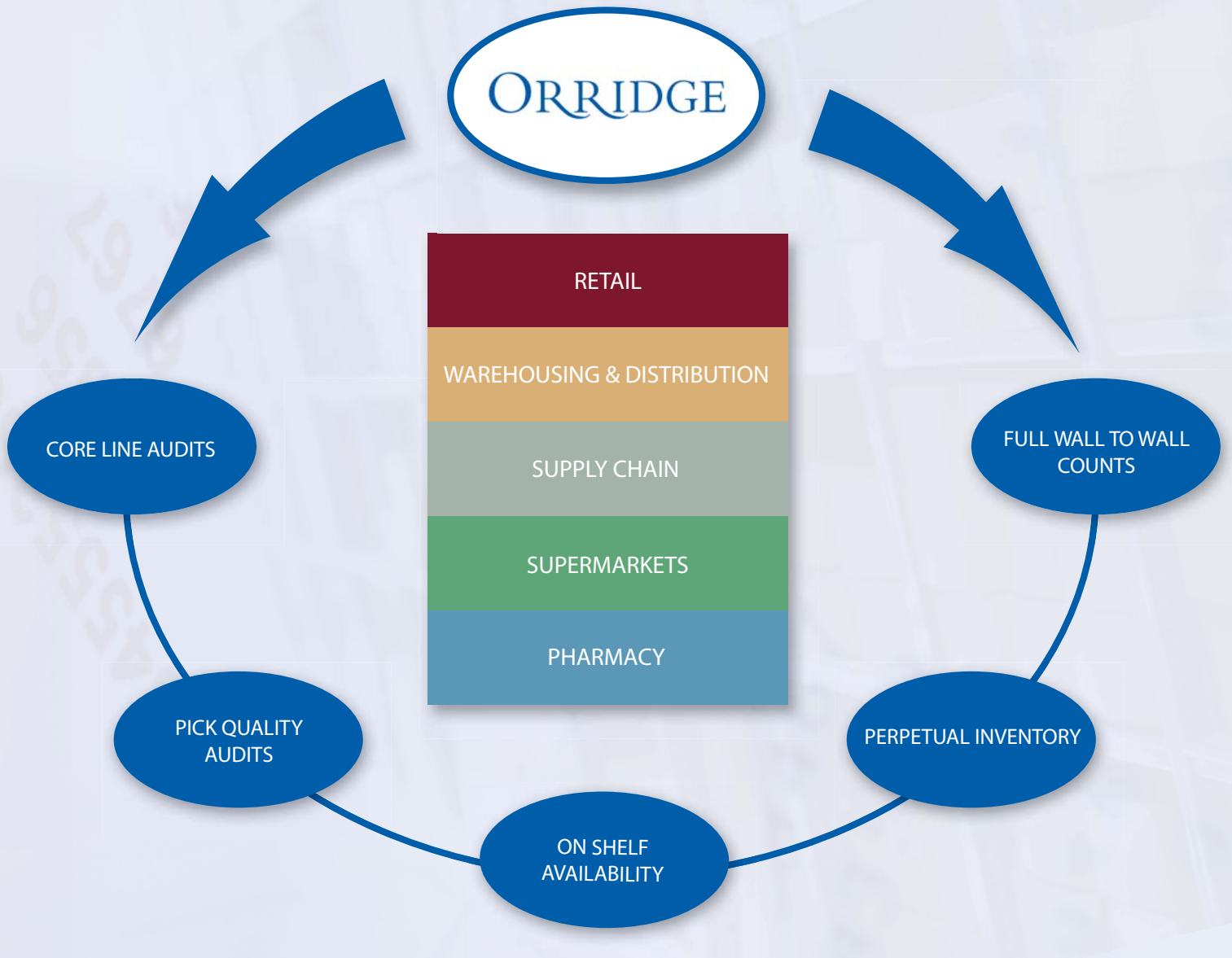
An effective stock control strategy has the potential to deliver benefits in many areas of a customer's business, including in-store product availability, shrinkage reduction and enhancement of supply chain operations. With over 160 years' experience Orridge has built a reputation for providing customised stocktaking solutions; each customer is different and this is considered when the bespoke solution is developed.

Orridge services are numerous and its customers are varied, but one standard requirement is of primary importance: accuracy. Our business continually develops new systems and staff training procedures that ensures this vital requirement is always given the focus it undoubtedly deserves.

Establishing Requirements

Orridge will work with you to gain an understanding of your business and ascertain what you wish to achieve from your stocktake solution. Following an initial consultation a bespoke stocktake package will be developed specifically for the needs that have been identified. Through initial trial activity and after further development the right solution will be established. Thereafter, that solution can be rolled out at a pace that you are comfortable with. A Client Account Manager will continue to monitor the service and will add value throughout the working relationship as your primary contact and conduit between our businesses.

Orridge Stocktaking Solutions Overview





Technology

As the innovators of technology-driven stocktaking solutions Orridge understands how important it is to continually explore and exploit further opportunities for development. An in-house Information Services department ensures this important objective is achieved and was the driver behind a significant investment in the Wireless LAN Hand Held Scanners that are in use throughout the business.

Orridge customers appreciate the flexibility of service that we offer them. The stocktake operating platform belongs to Orridge having been designed by an in-house software development team. The team is dedicated to improving the stocktake package and introducing client-specific enhancements that add value to the customer. Orridge understands that it needs to be as adaptable as its customers.

Management Information Services

One of the benefits of choosing Orridge as your stocktake provider is our Management Information Service. We appreciate that not only is it important to provide you with the most accurate stock information, it is vital that you get the most out of the data that is collected. Bespoke management information is just one of the additional services that we provide to enable you to make key business decisions.

Reports can include:

- Stock held in stockroom but not out for sale.
- Excess stock information.
- Core line detail.
- Empty facings.
- Shelf edge label pricing compliance.

Data Supply

The data can be provided in whatever format is required and by whatever means are preferred. Typically, the data is delivered to the customer centrally and within minutes of the stocktake's completion. Hard and soft copy reporting can also be delivered instantly to specified customer recipients.

Orridge is completely flexible, both in terms of on-site operating and management information capabilities. The freedom to deliver bespoke solutions is underpinned by a reliable operating system and a dependable I.S. department. The right choice in technology completes the perfect package.



Why use Orridge?

- Independent and reliable results.
- Dedicated Client Account Managers.
- Delivery of agreed accuracy levels.
- Invaluable reporting techniques.
- Customised stocktaking solutions.

Sectors

- Retail.
- Warehousing & Distribution.
- Supply Chain Solutions.
- Supermarkets.
- Pharmacy.

Orridge Service Options

- Full Wall-to-Wall Counts.
- Perpetual Inventory.
- On Shelf Availability.
- Core Line Audits.
- Pick Quality Audits.

Retail

Stocktaking Solutions for the Retail Sector with Orridge



In today's challenging retail environment Orridge understands that its customers are continually searching for ways to gain a competitive edge.

One way in which many key decision makers within the retail sector are gaining an advantage is to have an independent stock count performed by Orridge. In doing so they are providing themselves with an up-to-date stock file and insight into areas of potential weakness, not only in-store but within their entire supply chain.

Retail Services

- Wall-to-Wall Counts.
- Core Line Audits.
- On Shelf Availability Audits.
- Perpetual Inventory.
- Supply Chain Solutions, including Pick Quality Audits.

Features

- Independent measurement of stock.
- Understand the areas of weakness.
- Identify your true shrinkage levels.
- Establish processes to tackle issues.

Benefits

- Better product availability.
- Increased sales.
- Reduced stock levels.
- Reliable stock information.

Testimonial

"We have worked with Orridge to deliver a bespoke stocktaking system that has helped to control costs and assisted in increasing sales"

Ian Cutts, Wilkinsons

Management Information Services

Not only is it important that we provide you with the most accurate stock information, but it is also vital that you get the most out of your audits. The supply of bespoke Management Information is one of the additional services that we provide to enable you to make your key business decisions.

Our latest technology and reporting allows stock analysis by: age, category, department, exceptions, location, quantity, season, size, style and value.

Reports can include:

- Stock in stock room and not on the shop floor.
- Excess stock information.
- Core line reporting.
- Shelf edge label pricing compliance.
- Sales floor out of stocks.

These are just some of the standard reports available. Orridge also develops specialist reports for specific business requirements. Our in-house software development team is dedicated to client-specific reporting and solutions.

Technology

Orridge works hard to remain at the forefront of stocktaking technology. Recent investment in the very latest hand-held Wireless LAN technology demonstrates our commitment to providing accurate, timely and cost-effective services to our clients.

Contact us to find out how we can assist with your retail requirements

ORRIDGE
the Company that Counts



Warehousing & Distribution

Orridge Stocktaking Solutions for Warehouses and Distribution Centres



Warehouses and distribution centres are generally dynamic, fast moving environments that are reliant on a management team to guarantee staff compliance, so that vital processes are followed rigorously. Ensuring that each order reaches its destination, complete and on time, is challenging; there are many factors that could potentially disrupt this operation, including:

- Stock position accuracy.
- Supplier delivery issues.
- Stock identification issues.
- Picking inaccuracies.
- Loss during transportation.
- Administrative errors.

An accurate stock position file is the foundation of an efficient operation within the warehouse or distribution centre. Many issues can be addressed by using Orridge's services, but only after quantifying and understanding these issues can decisive action be taken. During an initial consultation Orridge would raise some of the following questions:

- Which are the worst performing distribution centres?
- What is the picking accuracy? Who measures this?
- Is 'good faith receiving' in operation?
- What security measures are in place for stock transportation?
- Is administrative loss being considered as well as physical loss?

How Can Orridge Assist the Operation?

Orridge provides specialist stocktake teams to deliver stocktaking services and audits, including full 'wall-to-wall' stocktakes, picking integrity audits and perpetual inventory. The teams utilise the latest Wireless LAN hand-held scanning technology to capture the product information you require. The data is then provided, in the required format, to enable you to update your product file and/or use the information to help make decisions for the future. Orridge stocktaking services will provide your business with information that can help identify areas for improvement and optimise service levels to your retail outlets/end users. These services include:

- Picking Integrity Audits.
- Goods-In Delivery Audits.
- In-store Delivery Checks.

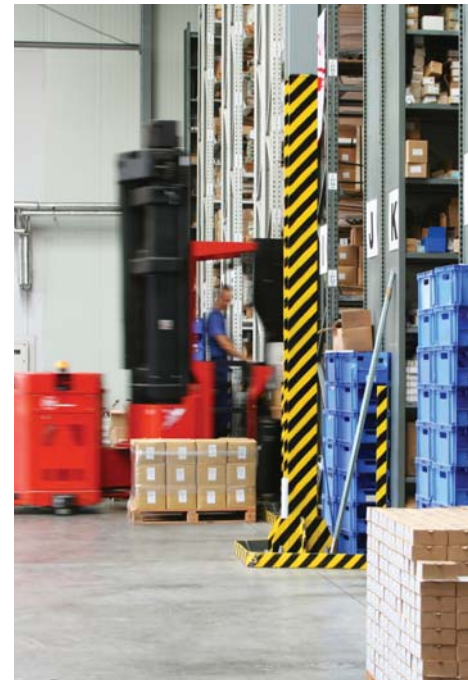
Loss Prevention

Warehouse/distribution centre operations can become a major source of loss. Shrinkage within these facilities may go unnoticed until an assessment is made that challenges what is being taken for granted. Orridge has the necessary experience and expertise to:

- Understand the areas of weakness.
- Identify the reasons for shrinkage.
- Provide random or pre-selected delivery checks.

Contact us to find out how we can assist with your warehousing & distribution requirements

ORRIDGE
the Company that Counts



Supply Chain Solutions

Orridge Stocktaking Solutions for the Supply Chain



With consumers demanding more choice and, in particular, product availability at all times, retailers are consistently turning towards their supply chains to help meet those demands and ensure that the right product is in the right place at the right time, all of the time. An efficient supply chain will deliver product availability and increase sales. Efficiency reduces shrinkage that would otherwise derive from theft, waste, damage, administrative errors and inefficiency in general. Orridge is working with suppliers to assist in all these areas.

Availability Through the Supply Chain

Orridge works in partnership with customers to identify areas of weakness within their supply chains to help improve:

- Stock control efficiency.
- Stock availability and positioning.
- Accuracy of outgoing orders.
- Logistics provider compliance.

There are several ways in which Orridge can assist the retailer, including:

- Goods-in checks.
- Outgoing delivery audits.
- In-store delivery audits.
- Delivery vehicle compliance.
- Product stock position checks.
- Perpetual inventory.
- Wall-to-Wall stocktakes.

Reduced Shrinkage Through the Supply Chain

We are working closely with suppliers to identify areas where loss is greatest, both financially and in terms of impact on the business as a whole.

By conducting stocktaking checks throughout the supply chain we are able to identify issues such as:

- Delivery discrepancies.
- Stock loss.
- Excessive damages.
- Over stocks.
- Under stocks.

Through these independent and accurate stocktakes our reporting techniques provide management teams with key information to:

- Identify areas of weakness.
- Target poor performance.
- Allocate responsibility.
- Measure the impact of change.

Technology and Teams

Supply Chains vary in size and complexity. Orridge has the knowledge, experience, technology and personnel to assist in all stages of the supply chain, whatever it entails.

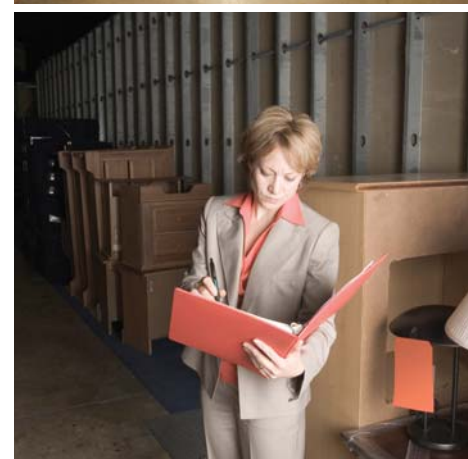
Recent investment has provided our teams with the latest Wireless LAN hand-held technology, which has led to improving the efficiency and accuracy of Orridge stocktakes.

The stocktaking platform that supports the stocktakes is designed by an in-house software development team. The software is maintained and updated by the department, which enables Orridge to provide client-specific solutions to its customers.

Contact us to find out how we can assist with your supply chain requirements



3.00	-9.33
23.03	-3.33
238.27	-7.93
928.10	+3.03
38.23	+0.33
4.23	+0.03
46.02	-3.23
47.38	+3.93
74.32	-3.23
2.48	-0.33
332.45	+9.73
86.39	+2.03
4.21	+3.03
132.09	+0.33
33.83	+0.03
57.92	+2.23
23.33	-2.23
832.98	-2.23
73.12	+3.93
833.22	+1.33
2,212.30	-3.23
3.00	-0.33
83.12	+9.73
63.98	+2.03
234.22	+9.33



Supermarkets

Stocktaking solutions for the Supermarket Sector with Orridge



Orridge works with the supermarket sector to provide stocktaking services for both Stores and Distribution Centres. We have a clear understanding of how the supermarket sector operates and the importance of having the right product available at the right time for the consumer. We deploy specialist teams of stocktakers to plan, organise and deliver an accurate audit of your premises. Accuracy levels are an absolute priority with Service Level Agreement criteria consistently delivered.

Full Store Counts

Full store counts is our core activity. The majority of Orridge clients include this service as part of their stocktaking strategy, often using Orridge to count each store in their estate at least once a year.

Benefits:

- Provides financial information.
- Updates stores' book stock.
- Drives stock replenishment.
- Improves sales.

Services

We have been working with various supermarket chains to help simplify store processes and increase profitability. We can offer many auditing services to achieve these goals including:

- Full Store Counts.
- On Shelf Availability.
- Perpetual Inventory.
- Top Selling Line Audits.
- Management Information.

On Shelf Availability

This service takes a customer's eye view of your sales floor. We report which stock (from an agreed sample of product lines) cannot be seen on sale and provide electronic information to identify any shortfalls found.

Benefits:

- Prompts immediate action.
- Exposes the problems.
- Improves sales.

Perpetual Inventory

The Perpetual Inventory process is particularly helpful in providing information in greater depth. The process concentrates on selected store areas. Costs are reduced so that the frequency of visits can be increased; for example, if the Perpetual Inventory process is of a fast-selling or high-value department it is virtually self-financing because it will increase sales for that stock department.

Benefits:

- Maximises the benefit of core stock.
- Identifies if the product attracts theft as well as sales.
- Provides information for decision making.

Top Selling Line Audits

Top selling products are of paramount importance. Orridge is able to provide information to ensure these products are given the attention they deserve.

Benefits:

- Ensures that all top lines are available in store.
- Guarantees lines are positioned where they should be.
- Identifies the shrinkage levels of these lines.

Management Information

We offer an extensive suite of supplementary reports enabling you to take action to improve your operating processes. One example being stock in the stockroom but not on the sales floor. Not only does this report identify stock that is unavailable for sale, it also shows the Store Manager exactly where to find it.

To enable this to happen, we agree which information is important to you and agree performance parameters - Key Performance Indicators. Orridge takes ownership of producing the relevant reports, which are reviewed between the Orridge Client Account Manager and the retailer.

Contact us to find out how we can assist with your stocktaking requirements

ORRIDGE
the Company that Counts



Pharmacy

Stocktaking Solutions for the Pharmacy Sector with Orridge



Whether you are planning your annual pharmacy stocktake or you want to obtain more from your audit, such as management information for analysis or reporting, you must have robust and accurate stock data. Stocktaking for any business can be a tedious exercise; it requires patience, accuracy and an eye for detail, together with product knowledge and experience. With over 160 years' experience in servicing the needs of the pharmacy sector Orridge is well placed to deploy the right stocktaking solution for you.

Pharmacy Services

With the pharmacy sector divided into three core areas: independents, communities, and multiples, Orridge offers a variety of services to suit the needs and requirements of each sector.

The Independent Pharmacist

All pharmacists require an annual financial valuation, but in addition Orridge can provide information including:

- Category breakdowns.
- Identification of out of date lines and removal if required.
- Stock data by location.

Community and Group Pharmacies

In addition to the annual financial valuation we often find that community and group pharmacies want to take advantage of our latest technology. This technology is not restricted to large groups as we do not necessarily require a client-provided product file. Orridge has its own bespoke database that contains independent industry-standard information which can produce similar reports to those achieved from using product files provided by the client.

Reporting from Product Files

- Line by Line Reports.
- Total Stock Value.
- Category Breakdown.
- Updating of Book Stock Files.

Reporting from Independent Industry Standard Files

- Line by Line.
- Total Stock Value.
- Category Breakdown.

Key Features

- Tailored stocktaking solutions.
- Minimum disruption to store activity.
- Flexible fee structures.
- Professionally trained stocktakers.
- Independence.

Management Information Services

Like any retail business, pharmacies strive to increase profit margins and sales for both dispensing and OTC stock. Our Management Information Services are used by senior pharmacy personnel to assist with key business decisions. This additional data can include:

- Stock found in stock room, but not on shop floor.
- High count reports, to establish overstocks.
- Stock levels for key stock lines.

Technology & Training

Keeping at the forefront of technological advancements has enabled Orridge to offer a variety of stocktaking solutions for specific requirements; however, we will always continue to offer our traditional manual counting services. We are proud to have some of the most highly trained and experienced stocktakers in the pharmacy sector. They are kept informed of all emerging changes and trends in OTC products and the latest pharmaceutical items.

Contact us to find out how we can assist with your pharmaceutical requirements

ORRIDGE
the Company that Counts



Core Line Audits



Core lines are the bread and butter of a retail organisation. These important products are seldom unique to the retailer, instead being readily available at various shops on the high street. If your store doesn't have that core line when the customer wants it they'll simply find it elsewhere; the sale of that core line product has been lost and your customer has been exposed to a competitor's shopping environment at an unquantifiable cost to you. Even if a particular core line is unique to a retailer its availability is obviously vital, as it represents such a high proportion of overall sales.

The Core Line Audit Service

As with all of Orridge's specialist services this can be implemented on a small scale to ascertain if a core line availability issue is actually suggested. If this is the case, then the activity can be appropriately intensified to provide a more definitive assessment of the issue. To ensure an authentic view of stores' performance the activity is usually performed unannounced. The retailer is provided with useful reports for each store visited and each store is given guidance so that immediate action can be taken to improve core line availability.

Benefits of the Service

The information collected is of immediate benefit and is clearly the primary reason for undertaking this task, providing the customer with an assessment of whether or not a core line availability problem is likely to exist within its organisation. Other important benefits include: -

- Improved customer satisfaction and therefore loyalty.
- Sales of cores lines protected.
- Stores with stock management issues identified.
- Store awareness that this is an important area of focus.

How it Works

Each core line 'facing' is simply scanned with an Orridge HHT using a 'shopper's eye view' (if it can't be seen, it may as well not be there at all). Thereafter, the following process is performed: -

- Scan any shelf edge labels where no core line stock is present for a separate report.
- Identify if any unavailable core line products are present in the stockroom.
- Identify if any 'unavailable' core lines are hidden on the sales floor.
- Inform store management of observations and advise of any immediate action that can be taken to improve product availability.

A bespoke reporting suite is individually tailored by Orridge's in-house team of software developers to enable the customer to first define if a problem exists that needs to be addressed, if yes, some suggestions for where to concentrate further effort can be offered.

Review and Action

Orridge strives to provide the retail sector with information that has the potential to improve the way it operates. We also aim, where possible, to take an active role in solving any issues that are identified. For this reason Orridge suggests its participation in client review meetings throughout the process so that it can bring its supply chain experience to the discussions. Through strategic targeted activity Orridge can turn quality information into positive action.

Contact us to find out how we can assist you with your requirements

ORRIDGE
the Company that Counts



Pick Quality Audits



Since its venture into supply chain support Orridge has noticed a common theme: stores complain of incorrect deliveries, but distribution centres report excellent service levels. The supply chain is of course a complex operation that can be degraded as the stock passes through numerous processes. In order to make a credible analysis of a supply chain's efficiency it certainly helps to start at a point that all concerned agree as accurate. This is why Orridge's Pick Quality Audit Service is popular amongst the customers that use it.

The Pick Quality Audit Service

This service provides the retailer with an impartial view of the picking accuracy its distribution centres provide, whether in-house or managed by a third party logistics provider. The concept is to check a random sample of deliveries by first scanning them with an Orridge scanner, then comparing the data with the required order to arrive at an accuracy measurement. A unique site validation system ensures that the accuracy reported is indisputable.

Benefits of the Service

The service is relatively inexpensive and even when used on a small scale it can have a large and positive impact on the retailer's distribution centres. If a picking integrity issue isn't evident the customer can work with Orridge to analyse other areas of the supply chain. If a picking integrity issue does exist the following benefits can be obtained from sustained use of this service: -

- Trend reporting enables DC management to focus on problem areas.
- Performance measurements can be provided for different pick shifts.
- Individual poor performers can be identified.
- Problem products can be highlighted.
- Inaccurate deliveries can be corrected before leaving the DC.
- Inspires store confidence in the delivery integrity.

How it Works

As with all Orridge services a small and inexpensive exploratory exercise can be undertaken then, depending on the results, progressed further. Orridge has developed a robust and transparent operating system that can be proven as accurate. This process is adapted to suit the customer's individual needs and appropriate software is then adapted from a DC operating platform unique to Orridge.

In brief the basic principles of the Pick Quality Audit Service is as follows: -

- Randomly select a complete delivery.
- Scan the products using a fail safe count system.
- Compare the scanned data against the delivery document.
- Produce a variance report.
- Investigate variances and validate any issues identified at site level.
- Produce a validated picking accuracy measurement.

Review and Action

It is vital that a service such as the pick quality audit is under regular review, as the collected data will prompt a particular course of action for a period of time, but this can change suddenly, such is the fast moving nature of a distribution centre. Orridge's aim in this environment is to provide an accurate view of the DC operation to its customer and to work with the logistics team to help make improvements where this is needed. Excellent Orridge reporting capabilities enable this to happen efficiently and effectively.

Contact us to find out how we can assist you with your requirements

ORRIDGE
the Company that Counts



On Shelf Availability



As a retailer you may have an excellent range of products at the right price and a loyal customer base only too willing to purchase them. Your supply chain appears efficient and the right stock is being despatched to your stores. All of these positive factors can lead to nothing if the stock ultimately fails to make it onto the sales floor, which is alarmingly all too often the case. Orridge believes that by providing an impartial view of on shelf availability it can empower its customers with possibly the most important information a retailer can have.

The On Shelf Availability Service

It is recommended that this service is performed unannounced for a truly authentic result. Orridge will agree a brief with its customer to ensure that the service is tailored to the retailer's specific needs. The customer may be interested in the on shelf availability of all products or, more typically, Orridge will be required to target a specific product range. This exercise is primarily designed to provide information, but action can also be taken to rectify any issues at the time and place they are identified.

Benefits of the Service

The first clear advantage of using the On Shelf Availability Service is the information it provides. Does the customer have an issue in this respect? If yes, further activity can help to measure the impact of any positive action that is subsequently taken. Other advantages include: -

- Improved customer satisfaction.
- Increased sales.
- Stores with stock management issues identified.
- Store awareness that this is an important area of focus.

How it Works

Initially a small group of stores are assessed by Orridge. An individual operator or a small team is required making the exercise very cost-effective. Hand held scanners are used to perform the following process: -

- Scan all products that can be seen on the sales floor.
- Scan any shelf edge labels containing no stock for a separate report.
- Identify if any unavailable products are present in the stockroom.
- Identify if any unavailable products are hidden on the sales floor.
- Inform store management of observations and advise of any immediate action that can be taken to improve product availability.

A bespoke reporting suite is individually tailored by Orridge's in-house team of software developers to enable the customer to decide if a problem exists on a scale that needs to be addressed and, if yes, some suggestions for where to concentrate further effort.

Review and Action

After trialling a new service to a retailer Orridge suggests a review meeting to assess whether the activity has met its objectives, as some services will benefit one organisation more than another. The reasons for on shelf availability issues are potentially numerous, but with sensible targeted activity in partnership with Orridge action can certainly be taken to tackle them.

Contact us to find out how we can assist you with your requirements

ORRIDGE
the Company that Counts



Perpetual Inventory



When a retailer uses Orridge services the resulting stock data empowers the customer to implement targeted activity to address stock issues. The information generated from a wall to wall stocktake usually highlights that a popular or high value department is suffering shrinkage at a greater rate than other areas. A solution for a problem section (for example, investment in security tagging) can be costly but has the potential to be cost-effective by reducing loss, but how can the effect be measured before further investment in the chosen security method can be committed to with confidence?

The Perpetual Inventory Service

The Perpetual Inventory (PI) service has been developed to accurately measure the level of success that a chosen security strategy is bringing to the retailer. It can also be used to further explore whether a security strategy should be considered for a product range. The service is commonly used at store level, but translates equally well in a distribution centre or warehouse environment. The key to the success of a PI exercise is to target a sample of pilot stores and perform an intensive, frequent number of PI counts on the department or product type that is receiving additional focus.

Benefits of the Service

By refreshing the count data regularly Orridge can provide the customer with a closer view of shrinkage for the stock area in question. The data provided has the potential to provide a sound basis for deciding whether the new security measures should be rolled out to the whole estate or alternative measures should be explored instead. Ultimately the benefits of this service assist to lead to: -

- A close measure of shrinkage for a particular range of products.
- Identification of specific product issues within the targeted range.
- Reliable reporting upon which decisions can be made.
- Confidence in rolling out a security method proven to provide results.

How it Works

A product range is first targeted and its corresponding product file is supplied to Orridge for stock validation. The following process is then performed: -

- Location boundaries are given to all targeted products in the store.
- All applicable products within the specified locations are scanned.
- Intensive accuracy validation processes are employed to guarantee integrity.
- Bespoke PI accuracy reporting is used to provide quality assurance.
- Store involvement is encouraged throughout and absolute transparency of process is demonstrated by Orridge.

A bespoke reporting suite is individually tailored by Orridge's in-house team of software developers so that the customer is provided with the information required in the required format.

Review and Action

Whenever appropriate Orridge is pleased to be part of an assessment of the service it has delivered. In the case of a PI stocktake schedule we believe supplier involvement is essential and valuable to the customer. By maintaining a close understanding of the results the process is delivering Orridge can use its experience to help decide the best strategy moving forward.

Contact us to find out how we can assist you with your requirements

ORRIDGE
the Company that Counts



Full Wall-to-Wall Counts



Most retailers ensure that a full stocktake of their stores is conducted on an annual basis, many choose to increase the frequency of these stocktakes to enjoy more of the significant benefits that a Wall-to-Wall stocktake delivers.

A broad range of retailers utilise Orridge Wall-to-Wall solutions and benefit from the results that they deliver, these include: -

- Increased sales.
- Improved store book stock accuracy.
- No capital investment for hand held technology.
- Stores concentrate on core activity – selling.
- Least disruption to you, the customer.
- Flexibility.
- Improved customer satisfaction.
- Independent reporting.
- Reduced shrinkage.

The Wall-to-Wall Stocktake Service

Orridge understands the complexity involved in a full Wall-to-Wall stocktakes and through experience know that a 'one size fits all' stocktake will not necessarily produce the best result, which is why we offer a bespoke service to each customer. To provide the best service possible we follow some basic principles: -

- Establish customer requirements during a consultation meeting.
- Develop bespoke software to the specified format.
- Perform trial stocktakes to establish process and anticipated productivity.
- Develop stocktake schedules in agreement with the customer.
- Staff all stocktakes using Orridge resources, never supplemented by agency staff.
- Ensure store involvement in the stocktake process throughout.
- Service Level Agreement criteria agreed in advance and delivered.
- Accuracy proven at site level through store accuracy checking.
- Regular reviews of process throughout the relationship.
- Continuous proactive action to deliver efficiencies and cost savings.

How it Works

After sufficient trial activity has been completed and the operational requirements have been established Orridge will engage in a full stocktake schedule for the customer. The logistics of arranging a suitable schedule of work and providing competent staff to support it is of course all taken care of by Orridge through its scheduling department and regional management structure.

As already stated, the approaches to a Wall-to-Wall stocktake are as varied as the clients that Orridge services. A typical Wall-to-Wall stocktake incorporates the following key elements: -

- Store is segregated into manageable count locations by an Orridge planner.
- Scanners are loaded with the client product file, to enable validation of products when scanned.
- Count methods are communicated to the count team by the on-site Orridge management, then monitored through bespoke management reporting.
- Store staff are involved throughout the process and actively encouraged to validate the count integrity through transparent accuracy reporting.
- Completeness of the stocktake is ensured by using numerous management reports, which are checked by the store and Orridge team together.
- Once agreed as complete and accurate the count data is sent directly to the customer's specified recipients.

Whatever process is chosen Orridge ensures that its accuracy is measurable and therefore the integrity is visible. Orridge aims to provide a service that is convenient for those that use it.

Review and Action

Orridge customers benefit from regular review meetings, during which Key Performance Indicator reports are supplied to evidence service level compliance. Individual challenges or successes are discussed and used to improve the service moving forward.

Orridge understands that its customers work in dynamic and demanding environments and as a supplier we are always striving to offer benefits that will assist in meeting those demands. Service and cost-efficiency are an ongoing focus of the Orridge business and we believe this is why Orridge is the preferred supplier of this core service.

Contact us to find out how we can assist you with your requirements

ORRIDGE
the Company that Counts





ORRIDGE

the Company that Counts

Orridge & Co Ltd, Essex House, Astra Centre, Edinburgh Way, Harlow, Essex CM20 2BN
Tel: +44(0) 1279 775 600 Fax: +44(0) 1279 451 660 Email: contact@orridge.co.uk

www.orridge.co.uk

Orridge is a member of Christie Group plc