

GOODS RECEIVING STAFF

STORE

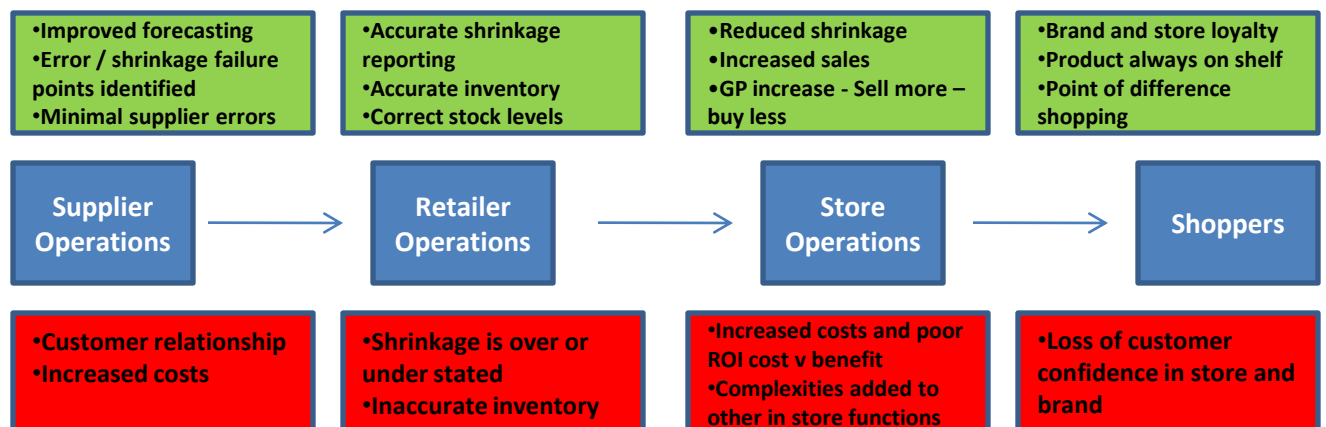
How does Shrinkage and Loss Prevention impact me in my role?

Reduced Profitability	Supply Chain Failure Points May Not Be Identified	Stockroom Organisation And Security	Shopper Satisfaction / Loyalty
Goods receiving processes will directly impact on the overall profitability of the store when delivery errors and shortages (shrinkage) are not identified.	When delivery errors and shortages are not identified the causes, and failure points in the supply chain may remain unidentified and losses may continue.	Poor stockroom organisation and security can result in products not being found, increased errors and internal theft of high risk products. This results in increased shrinkage and loss of sales	Shrinkage causes stock outs and loss of sales. When stock is not available customers will shop elsewhere.

What actions can I take in my role to assist loss prevention?

Map & Measure	Review existing stock room processes to ensure - deliveries are secure on arrival and matched to orders and DSDs, discrepancies recorded, high risk products promptly checked and moved to secure locations, controlled replenishment from secure storage to shop floor, stock is placed in correct stock room location, receiving areas are uncluttered to reduce damaged stock incidents, internal / external access is restricted and controlled.
Compare	Is there a difference in shrinkage levels between direct deliveries from suppliers and company distribution centre deliveries. Can shrinkage data be benchmarked against other similar sized trading stores? Can delivery orders in dispute, purchase orders in dispute and stock credits and claims history identify the high risk suppliers and delivery companies.
Consider	What regular data is available to identify adverse shrinkage and inventory conditions that are likely to be stock room process and supply chain related and can be dealt with in a timely manner. What are the priority areas that need to be addressed to identify and reduce shrinkage. What plan is there to identify new high risk products.
Discuss	What internal (company) and external (suppliers) expertise is available to support and measure an improved goods receiving and stock room management programme. How will proposed changes impact on other in store operations and functions.
Trial	Prioritize what changes will be the most efficient and effective to implement. Trial and measure results. Share findings with stakeholders.

What are the potential impacts of my decisions on Shrinkage throughout the value chain? (Good and Bad)



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Details:

Name:	
Title:	
Category:	
Year:	

Specific responsibilities regarding Shrinkage Management within role:

Shrinkage Issue	Personal Responsibility

Priority shrinkage challenges and action plan for year ahead:

Priority Challenges	Action Plans	Target / Goal