



count on wis



Retail Week Conference 2007

As the UK's most influential retailers gather in London, **WIS** is proud to announce that its latest office in North London is now up and running. Offices in Manchester and Newport will also be opening during this year to service customers in the North-West and Wales, that will give an even greater depth of coverage for this unique service.

Our new London office is now fully operational and providing a vital service to those customers situated South of Watford. We have already carried out many 'stock takes' for retailers in the South-East.

WIS find that once companies wake up to our way of handling their stock check they quite rightly sign up. WIS only ever use their own in-house trained staff, WIS never use agency staff to carry out a stock take.

The Cost of Retail Crime

The 2006 figures show that retailers in Europe lost nearly £4billion in shrinkage.

The European Retail Theft Barometer (VI, 2006) revealed that even though shrinkage is now down to 1.33% compared with 1.59% in 2004, it is still a massive £3,909m. This gives a cost of crime per head of £72.56 a year.

The startling figures for Europe are:

- Customer theft £1691.7m (43.3%)
- Staff theft £1486.7m (38.0%)
- Suppliers £172m (4.4%)
- Internal error £559.1m (14.3%)

Retailers perceive customer thieves to be responsible for 48.8% of shrinkage, employees for 30.7% and suppliers for 6.2%. Internal error, process failures and pricing mistakes were thought to cause 14.3% of shrinkage, meaning that now 85.7% of shrinkage is crime-related.

"Although UK retailers have made considerable progress in correcting this enormous deficit, they would all agree that there is still more yet to be done. Further progress needs to be based on an efficient and state of the art stock managing system."

Professor Joshua Bamfield, Director, Centre for Retail Research

Visit our website:
www.countonwis.com

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New Training Programmes

WIS are always implementing new training programmes to ensure its staff are at the very top of the game when it comes to customer service.

The latest initiative is not just a training programme but also a model that defines behavioural standards throughout the entire company. These values have been adopted at all levels of the business. It encourages the highest levels of personal accountability, respect and communication between teams and customers, and uses a specially developed feedback system for exceptional results.

WIS is still the only company in its sector to have achieved Investors in People Accreditation, which proves the total commitment by the company to giving the very best service possible to its rapidly increasing customer base.

Having over 50 years of top level experience can only bring a depth of understanding to the sector that few can equal.

WIS are already proving their worth for major names throughout the UK Retail landscape, handling stock checks for prominent names in Grocery, Fashion, Discount, Electrical, Outlets, Department Stores and many warehouses.

Having over 200 offices world wide gives WIS another unique asset as it can pool information, technical advances and practises.

Meet the team



Geoff Chaplin
Managing Director,
WIS International UK

In the last few months we have worked hard internally to raise our game even higher by implementing our exclusive "CHART" philosophy throughout the business. This is our acronym for Commitment, Honesty, Accountability, Respect, Teamwork, and has become the byword as to how we conduct our business.



Amanda Bowers
UK Head of Human Resources

Amanda has recently been made a Fellow of The Chartered Institute of Personnel and Development (CIPD). This is the highest level of membership available, indicating achievement of qualifications and career progression over at least 10 years to a strategic level/position in HR management.



Steve Simmonds
UK Head of Sales and
Marketing

Since Steve took over as UK Head of Sales and Marketing, the WIS business in the UK has taken major steps forward. With many companies waking up to the WIS way of stock taking it is no surprise that Steve rarely sees his desk in York Head Office.



Percy Aninawah
Regional Manager, North East

Percy joined WIS just six years ago, when the company first launched in the UK.

Previously with Price Waterhouse Coopers, where he trained. He runs a team of fifty staff, who not only stock count for companies based in the North, but across the UK and abroad.

Data Integrity— The Issue of Today and Tomorrow

The physical inventory of merchandise is a retailer's primary asset. How that asset is managed will very likely determine their success. However, the explosion of technology has amplified both the benefits of physical inventory asset management and the downsides of inaccurate inventory information.

Historically, inventory information was only developed at each store for financial reporting purposes, and was not kept at the store, or in detail.

Now many retailers are controlling their physical inventory by SKU or UPC item number. The SKU master file maintains a quantity on-hand for every item. This quantity on-hand will control and initiate the programs for automatic replenishment, together with much of the store's merchandising activity.

The benefits of an accurate automatic replenishment system are significant now and will likely become even more important to all retailers in the future.

The key to achieving the benefits of reduced inventory, better in stock position, reduced costs, leading to increased sales, is a store master file that maintains an accurate quantity on-hand for every item.

In the United States more than 70% of retailers use an outside stocktaking service for all or part of their physical inventory program. But in the UK this figure is still small in comparison.



Stanley B. Vogelsang

Our own experience is that more retailers are converting to using an outside service, especially as the demand for SKU or UPC level inventories has increased.

Independent inventory counting services have developed special purpose hand-held data terminals and in-store PCs that run unique software. These inventory-specific counting and reporting systems are designed to help staff do a more accurate job, and to identify missing and incorrect data in the store master file.

Using this hi-tec, specially developed equipment will always give a more accurate physical count when combined with highly trained and experienced staff.

This edited article was written by Stanley B. Vogelsang. Stanley is Vice President for Strategic Global Accounts at WIS International. He has over 35 years experience in providing inventory services to retailers. The complete article appears at www.countonwis.com

Size Matters

WIS with its 200 international offices has truly worldwide coverage, offering global solutions to the world's best retailers. The UK now has 4 regional offices along with the head office in York. Manchester and Newport will be opening shortly.



The WIS Data Collector

Designed from the ground up, to ensure data integrity throughout, using numerous technical and audit checks-and-balances.

- The world's most powerful, fastest processor and scalable inventory terminal
- Comprehensive inventory capability including custom reports and modem support
- Infrared communications support
- Geared to accommodate the largest master files, allowing terminal validation of data entry.
- The operating system adapts to new hardware and the non-volatile data storage ensures no data loss
- Built-in industry standard laser scanners, enhanced for increased scan reliability

WIS – Where everybody counts!

That's how we achieve industry beating accuracy and levels of service for our customers!

To achieve this outstanding level of performance we ensure that our people are given the very best training. Developing our people is key to our success and that's why everyone is trained in house, to ensure that our very high standard is maintained. WIS is still the only organisation in the sector not to use any agency staff and the only one to have been awarded the prestigious Investors in People accolade over the last 3 years. The WIS UK Crew Mangers Training Programme has been awarded external accreditation by York College and the National Awarding body the NCFE.

When our crews arrive at your premises, they are instantly recognisable by their very distinctive uniform. Even the vehicles carry the WIS branding.

This is to make your staff and even your customers fully aware of who we are. And we take it one step further. The uniforms have their own coding system by role so everyone at the stock take is identifiable and therefore accountable.

You get the direct benefits from our trained staff and streamlined systems giving you the assurance of:

- an accurate stock file evaluation of your internal programme
- pre-stock take preparation

We also work with you to:

- improve your processes
- save your time
- improve your stock availability
- reduce your costs

Every part of your own programme will be evaluated including pre-stock take processes, and we will ensure the factual level of your stock take is 100% precise.

And when the stock take is complete the Inventory Manager will need feedback from you to ensure we keep our very high level of customer service. We need to know about our appearance, accuracy, punctuality and reliability.

Only then is the job complete.



Did You Know?

WIS International runs a series of ancillary services to compliment its world leading stock taking service.

Power Partners

We can arrange for you to work with your own staff to carry out a stock check under our professional and trained management.

Point of Sale Checks

We can save you valuable time and money by checking your POS and any display items. These can easily pile up, and so can the investment attached to them. Let us take the strain.

Sticking On

When you are running a promotion, it can take a long time to sticker up all the pieces, or if you had to change over a message on a product. We are here, ready to help you and can do it all efficiently.

What does it cost you to stock take?

Use our stock take costings calculator and find out how much time and money you could save by counting on WIS for your inventory services.

This is a very simple guide to your current cost of stocktaking within your business.



Find out more by visiting www.countonwis.com/services



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INVESTOR IN PEOPLE