

# One Stop

**Market Sector:** Supply Chain



**Supply Chain**



One Stop has over 950 neighbourhood stores across the UK and employs more than 10,600 people. Since 2003, One Stop has been a subsidiary of Tesco.

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## The Background

One Stop is a community focused, convenience retailer providing a range of food and household goods. They also provide other useful services such as free cash withdrawals, in-store Post Offices, package pick-up/drop off points and much more

## Why did One Stop require the help of Orridge?

One Stop recognised that a lot of employee time was tied up in-stores checking direct-to-store supplier deliveries for accuracy. The Orridge Supply Chain Stocktaking division introduced the concept of direct delivery auditing to One Stop to eradicate this task.

After delivery details are captured from the supplier, the deliveries are physically audited and a comparison report is generated. Any short or over deliveries are validated by the store and signed for when agreed. This data is used by One Stop for further analysis and action. Our auditors work extremely hard to ensure that the delivery driver isn't held up any longer than is necessary, and because we only audit deliveries in a representative sample of stores, most drivers on any given day can just drop and go.



## The benefits of [direct-to-store delivery](#) checking for One Stop

“The Orridge team are able to mobilise their auditors in a flexible and efficient way to ensure our target delivery sample is met. Working with ourselves and our supplier, they were able to design and implement robust auditing functionality within our project timeframes and have been able to evolve as our requirements have changed.

The audit data they provide us offers a comprehensive, insightful view of delivery accuracy. This allows us to focus our energy on solving the root cause of issues, working together with our suppliers to achieve this. The added value benefits of using Orridge is that our store colleagues can focus on serving customers and our suppliers can address and enhance delivery accuracy.”



## **Our Role**

Since 2021 Orridge Supply Chain Stocktaking has been working with One Stop providing delivery accuracy services across the company's entire estate of stores in England and Wales (non-Franchise only)

One Stop recognised that a lot of employee time was tied up in-stores checking direct-to-store supplier deliveries for accuracy. The concept of direct delivery auditing was introduced to One Stop to eradicate this task. Small independent audits of supplier deliveries were undertaken, providing One Stop with assurances on their suppliers ongoing delivery accuracy and performance.

Given that the precise time of each delivery is unknown, we deployed teams to designated stores to capture the deliveries. Whilst our teams awaited the delivery they performed added value tasks for One Stop, such as date checking and temperature checking. We also conducted checks at supplier depots, after the stock has been picked for dispatch.

When the delivery arrived at the store, the Orridge team performed store checks, collecting delivery information from (ASN) One Stop electronically and uploading it onto the Orridge "Genius" platform. The flexibility of Genius enabled us to develop a specific programme for One Stop accommodating the delivery checks and provided them with the data they require to manage the end-to-end delivery auditing process.