

case study

DANDY'S INVENTORY BETTER CONTROLLED BY QUANTUM'S AUTOMATIC REPORTING, STREAMLINED FOOD COUNTS

A family-owned and operated business since 1983, the Dandy c-store chain operates 65+ locations in north central Pennsylvania and southern New York. In 2017, Dandy approached Quantum to manage its inventory auditing process as its previous service was small and lacked the advanced technology Quantum could provide. As Dandy sought continued growth and expansion of operations, it needed an external audit firm with exceptional client service and a turnkey approach to c-store inventory auditing.

INVENTORY CHALLENGE

Dandy was looking for better control of inventory and better counts across every store. They also needed quicker data transmittal and faster, more accurate inventory insights. Specifically, Dandy wanted to make the move to Item Level Scan Audits (ILSA), which the prior service couldn't provide. The chain required adaptability as new stores opened and schedule adjustments would be made.

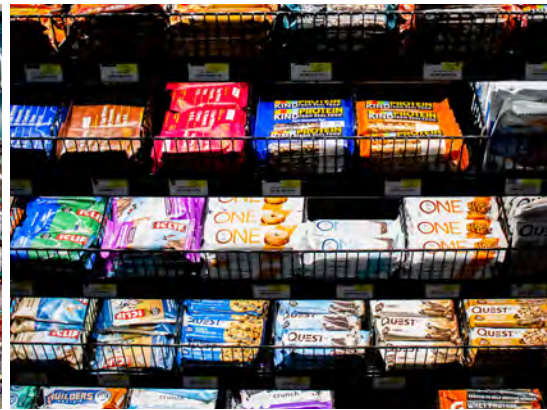
QS SOLUTION

Before the start of service, Quantum met with Dandy's management team and completed test audits. These were observed by Dandy supervisors, and audit procedures were developed together by the Quantum and Dandy teams.

Although Dandy started with retail audits, Quantum found many items lacked pricing, especially in the walk-in coolers and storage areas. At that point, Quantum moved to providing financial audits with price book accuracy (FAPA). Now, Dandy is moving by department to full ILSA. Currently, cigarettes and tobacco are ILSA. The next department to move over will be packaged beverages.



Dandy's prior audit service had frequent schedule changes. However, **QUANTUM IS COMMITTED TO THE SCHEDULE AND CHANGES ARE RARE.** Quantum is flexible when a new store is added or the client makes a schedule adjustment. **STORE COMPLETION RATES ARE AT 100%.**



case study: **Dandy, Sayre, Pennsylvania** DANDY'S INVENTORY BETTER CONTROLLED BY QUANTUM'S AUTOMATIC REPORTING... **Quantum Services**

In addition, Quantum has assisted Dandy in streamlining its annual food service counts, updating product costs and conducting a bi-annual deposit audit.

Timely audit insights are automatically sent to the Dandy team the day after each audit. Dandy has found Quantum's Spec Audit to be very valuable in their work with the store managers. Additionally, the Store Manager Checklist report helps to ensure all invoices and credits are handled appropriately for the audit.

Each month, Quantum holds phone conferences with the Dandy team to update them on changes, survey client satisfaction and work together to determine areas Quantum can add greater value.



case study

RESULTS

- Moving by department to full ILSA; cigarettes and tobacco have moved to ILSA
- Streamlined food service counts; updated product costs
- Automatic inventory reports delivered the day after audits
- Tailored reporting, including a Store Manager Checklist and Spec Audit Report
- 100% store completion rates; schedule changes are extremely rare