

case study

ALLSUP'S FINDS SUCCESS IN TRANSITIONING FROM THEIR 50+ YEAR INTERNAL AUDIT PROGRAM TO OUTSOURCED AUDITS WITH QUANTUM SERVICES.

INVENTORY CHALLENGE:

In 2018, Allsup's Director of Loss Prevention, Larry Lewis, identified to the ownership team that changing from internal auditing to Quantum Services would provide accuracy, cost savings & data integrity along with moving the company to a more modern audit process.

In 2020, Yesway acquired Allsup's. Quantum was asked to help Yesway upgrade all 280 Allsup's stores from their non-electronic back-office systems to PDI Technologies.

Quantum Services

RESULTS



1.

Opened 7 new divisions across the southwest to service the Allsup's stores, where Quantum Services relocated, or hired and trained 15 auditors.

2.

Transitioned store audits from 30-day audit frequency to 60-day frequency given the high level of accuracy, detail, and service from Quantum Services. Accuracy and detail increases, frequency reduces!

3.

Delivered consistent and accurate audits with updated reporting and auditing methods for clear and concise counts.

4.

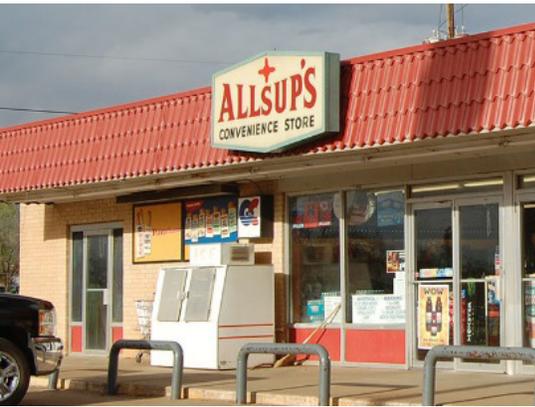
Maintained flexibility to schedule high shrink stores on a 30-day audit frequency upon request.

5.

As Allsup's grows their store count, Quantum grows with them – adding 20 new stores for inventory auditing services in 2022. Quantum now services 300+ sites that have further expanded our geography into southern Oklahoma and central Texas.

The District Managers and Regional Managers continue to report positive feedback and focus on the exceptional service and ongoing absence of field complaints about the Quantum Services team's professionalism, reporting, and accuracy.





IT IS MY PLEASURE TO RECOMMEND
QUANTUM SERVICES FOR RETAIL
GROCERY AUDITING.

We initially started transitioning from in house auditors to Quantum in September of 2018. There were many considerations in making this transition and **THEY HAVE BEEN CREATIVE THINKERS** in making this happen. Being a family owned and operated business, we had a certain way we wanted to see things done and **THEY WERE OPEN TO DOING THINGS OUR WAY AND WORKING WITH OUR STAFF.** **THEY ARE PATIENT WITH US AND WITH OUR STORE STAFF.**

THE HIGHLIGHT OF THEIR SERVICES HAS BEEN THEIR REPORTS. This has provided many of the senior managers, owners, and myself with data that we did not have in the past in order to bring down losses and assist with inventory decisions. I have been extremely happy with their services and their customer service. **THEY ARE LISTENERS AND I FEEL I CAN CONFIDENTLY RECOMMEND THEM WITHOUT RESERVATION FOR YOUR AUDITING NEEDS.**

- Larry Lewis, Director of Loss Prevention

QUANTUM SERVICES SOLUTIONS:

Over an 11-month period from October 2018 to August 2019, Quantum began their partnership with Allsup's. Initially audits were completed for 20 stores in Albuquerque NM before adding another 18 stores in Albuquerque and finally 20 more stores in Roswell NM. Having fully proved their value, Quantum earned the rest of the auditing business for the remaining 200+ stores. Quantum's detailed reporting, full-time audit staff, and industry expertise took Allsup's audit program to a higher level than they could have ever imagined.

In 2020, for the back-office system conversions, Quantum coordinated resources and travel accommodations to cover multiple simultaneous 2-person crew audits, as well as schedule IT changeover audits along with the ongoing regular audits. Additionally, during this 3-month changeover, Quantum also focused on maintaining important safety & health protocols during the height of Covid-19.



Quantum Services