



How do we measure availability in Tesco?

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Tesco in Malaysia

**We are number One in Malaysia
with more than 10% market share**

What are the availability measures in Tesco?

Quantitative measures:

- Gaps scan
dunnhumby
- Tesco online shopping.

Qualitative measures

- Availability image tracker.
- Customer satisfaction with level of stock on shelves & promotion:

We got different measures, to improve our availability we need a measure that is driving actions

TESCO

Because we care

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And sometimes I got an other measure ... usually from my Boss...



Why are we out of stock? Fix it now!!!!!!!

TESCO

Because we care

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The gap scan is the measure that we use to drive action, why?



The gap scan is a moment of certainty

The gap scan is coded and the gaps labeled

The gap scan gives us the why, the who and the what next

Why do we have a gap? Who is responsible? What next?



Store ?



Distribution ?



Supply Chain ?



Commercial / Supplier?

Why	Who	What next
Instore	Store	To find the stock and replenish or correct the book stock
Stock Record	Store	To replenish with next delivery
Discontinued / Non Basic	Store	To remove the label after investigation of stock on hand
DC Drop Cases	Distribution	To investigate reason of the drop case
DC OOS	Supply Chain	To review order forecast to Depot
Exceeded Sales	Supply Chain	To review order setting
No Shelf Stock In System	Commercial	To review the ranging of the lines
Not Available	Commercial / Supplier	To review the service level of the Supplier

The gap scan gives us the facts

How do we label the gaps?



The red label indicates non Store related reasons:



The white label indicates Store related reasons:

For Discontinue/Non basic & No shelf stock gaps, the Store removes the shelf label

In Tesco, we label the gap and we leave the gap

The gaps scan is a key Store routine to improve availability



And Keep Boss happy 😊

Appendix

Tesco online shopping: <http://eshop.tesco.com.my/>

- Sub bullet (Arial 14-Point)

Dunnhumby:<http://dunnhumby.com/>

- Sub bullet (Arial 14-Point)

Main bullet (Arial 18-Point Bold)

- Sub bullet (Arial 14-Point)

Key points/ key message/ conclusion
Sub bullet (Arial 14-Point Bold)