



Correction Improves OSA After Assortment Changes

Ensuring the forecast accurately reflects the new demand due to retailer assortment changes



Situation

Grocer adjusted their assortment to have a more focused selection. **Demand shifted to alternative items**, however the increased demand wasn't accounted for in the forecast so in-stock rates (ISR) rapidly declined.



Solution

Supplier identified that the DC forecast had not changed with the shift in assortment, resulting in outages at the DC and subsequently in the store. Once the forecast was adjusted, ISRs rapidly increased as store service levels improved.



Results

Supplier identified and solved this issue in 28 days. They collaborated with the grocer to make changes while also alerting both to process improvement opportunities. **The correction resulted in an 83% increase in service levels and a recovery to previous ISRs.**

83% increase in service levels and a recovery to previous in-stock rates

