

Case Study

Putting the Customer First

Kirkland's

In an effort to fully understand the accuracy of furniture inventory before the busy spring season, Kirkland's, a 434-store home décor and furniture retailer, decided to make furniture category counting a priority for their business. "We launched our 'Buy Online Pick-up in Store' service in the fall of 2018," explained Eric Williams, Regional Loss Prevention Manager for Kirkland's. "We wanted to make sure we understood our furniture inventory for the busy season and that it was accurate." By utilizing their own Count and Compare model, Kirkland's was able to successfully complete the furniture category count quickly and easily with Datascan's assistance. Williams added that in years past, this procedure had been completed by hand and physically tallied in each store.

Category and merchandise-oriented counting is designed to target selected departments and categories in validating physical inventory, identifying and managing shrink and ensuring inventory data integrity. Datascan's cycle counting solution was able to provide valuable and timely information enabling Kirkland's merchandising, operations and loss prevention leaders to make better decisions. The company communicated that it sees the benefit in conducting future cycle counts for its stores.



"The Datascan model has proven to be a quicker and more accurate way of counting the specific merchandise we are concerned in knowing specific inventory levels in preparation for our busy season."

In addition, Kirkland's has also used this method to conduct inventories for new stores and at their Distribution Centers. "Category counting is an easy way to determine key components of the shipping process, allocations and store counts in emergency or special situations. Secondly, since it involves the same process that the stores are already familiar with, we can conduct these counts very quickly and efficiently with little communication."

Kirkland's agrees that they will be using category counting in the future for other departments and to increase inventory accuracy ultimately ensuring that the stores have the merchandise in stock to sell to their customers.



“Datascan has helped us implement a new counting method that strengthens our ability to sell and deliver our products to our customers.”

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