

# Retail Giant Strengthens Quality & Compliance Across 300+ Stores

Case Study: Retail Compliance & Quality Management



AuditComply replaced Henderson Group's manual, paper-based, and spreadsheet-driven audit processes with a mobile-enabled Compliance and Quality Management platform. By digitizing these workflows, Henderson now achieves real-time visibility into compliance status, proactive management of non-conformances, and streamlined remediation of issues across its 300+ retail locations. The solution has boosted productivity, enhanced decision-making, and maintained Henderson Group's strong reputation for sustainability, community development, and adherence to high retail standards.

## The Henderson Group Story

Henderson Group, based in Northern Ireland, owns and operates SPAR, EUROSPAR, and VIVO franchises. With over 300 stores and more than 5,000 employees, Henderson's distribution center in Mallusk supplies thousands of ambient, fresh, and frozen product lines. As a family-owned business, Henderson places a premium on sustainability, community engagement, and local sourcing—underpinned by an annual revenue of €1.1 billion. Their commitment to excellence drove them to seek a robust digital solution for continuous compliance and quality improvement across the enterprise.



## CHALLENGES



Paper checklists and spreadsheets provided no real-time oversight, slowing data capture and reporting.



A manual CAPA system and limited visibility led to delayed issue resolution and unchecked risks.



Lacking a single source of truth for 300+ stores complicated reporting and masked compliance trends.



Inconsistent service checks and minimal oversight hindered effective brand monitoring.



## AUDITCOMPLY SOLUTION

Mobile-enabled checklists with offline functionality, along with automated scheduling and version control, ensure consistent, compliant audits.

Real-time notifications with photographic evidence and root-cause analysis expedite remediation and protect brand reputation.

A consolidated dashboard with filterable analytics and automatic data aggregation yields actionable insights for leadership.

Configurable templates, automated Mystery Shop scoring, and real-time feedback loops enable swift corrective actions and improved customer experiences.

## BUSINESS OUTCOMES

12,500

audits completed in 12 months

4X

faster audit completion times

80%

reduction in compliance issues

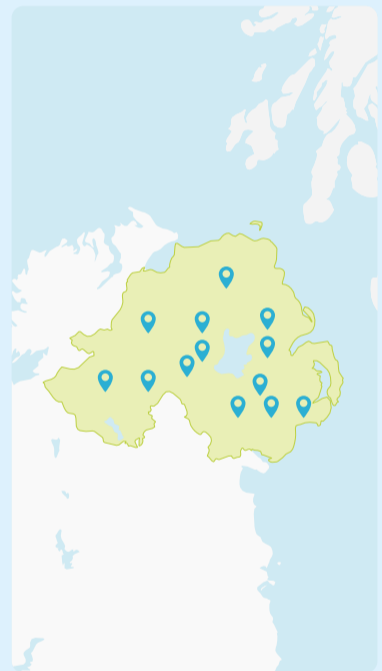


## Impactful Business Outcomes

- Simplified Loss Prevention**  
 Through real-time analytics and standardized processes, The Henderson Group proactively assesses, tracks, and manages stock levels, closely monitors security systems, cameras, and alarms, and leverages filterable insights to detect and address loss-prevention trends across its stores.
- Streamlined Hygiene, Safety & Regulatory Compliance**  
 A fully customizable template builder ensures all audits align with internal SOPs and relevant regulations. Automated scoring and grading schemes help Henderson maintain excellent food safety, avoid penalties, and protect its corporate reputation.
- Heavy Goods Vehicle (HGV) & Light Goods Vehicle (LGV) Audits**  
 Custom templates guide staff through mandatory checks—driver declarations, license verifications, and safety policy confirmations—ensuring compliance with legal obligations and consistent record-keeping across the fleet.
- Barista Bar Audits & Temperature Monitoring**  
 Henderson employs AuditComply to standardize beverage-quality checks and maintain best practices for hot and cold food handling. Digitized temperature monitoring logs capture, track, and verify safe storage and serving temperatures, ensuring full compliance with retail food safety standards.
- Automated Non-Conformance & Corrective Action Workflows**  
 Digital CAPA processes make it easy for employees to log hazards or non-conformances, triggering automated notifications and real-time corrective actions—drastically reducing remediation time and improving transparency.
- Mystery Evaluations & Customer Experience Audits**  
 Henderson leverages standardized Mystery Shopper questionnaires and other customer experience forms to measure brand consistency, service quality, and staff engagement. Centralized results highlight areas for improvement and drive continuous enhancements at the store level.
- Enhanced Workplace Communications**  
 Real-time updates keep teams informed of compliance priorities, upcoming audits, and critical deadlines. This fosters accountability across the organization and ensures that all tasks are addressed promptly and thoroughly.
- Centralized Analytics & Reporting Hub Across Sites**  
 Dynamic dashboards deliver a holistic view of compliance performance. Leadership can drill down by store, department, or product to pinpoint trends, identify root causes of issues, and implement targeted improvements.



**Michael Surginor, Commercial Manager, The Henderson Group:** “AuditComply offers much more flexibility than our previous processes, enabling more insight and instilling confidence that things have been done the right way. AuditComply’s capturing and reporting ability saves time and proves to be a better, more robust way of doing things.”



## Why AuditComply?

The Henderson Group uses AuditComply to deliver quality goods to its customers and ensure an excellent shopping experience. Key features include:

**Templatized Assessments**

Whether verifying product safety, performing site inspections, or enforcing brand guidelines, users can design and adapt audits to meet the complex demands of a multi-store retail network.

**Effortless Multi-Store Insights**

Automated dashboards, comprehensive trend analysis, and interactive reporting provide quality and compliance professionals with real-time, actionable insights across their entire store network.

Ready to see AuditComply in action?

Schedule your personalized demo

