

## A Successful Store Controls Shrinkage

*By Watching Weights, Measures and Counts*

Letter Number 14

DO you get the merchandise you pay for? Do you frequently remeasure yard goods, reweigh your candy, recount your boxed goods, deduct your small breakage claims from the invoice, watch your overs and shorts? Our buyers in the Detroit Office are on the alert to protect you but you alone handle the original packages. Test after test in progressive stores has showed the necessity for all managers to protect themselves against carelessness on the part of the shipper. Just the other day a recount of boxed clothespins showed an average shortage of 5%. 5% shrinkage on that item! Some of our managers are catching these losses and passing the information on to the buyers.

Do you get paid for what you sell? Half an ounce of overweight on each sale of candy means from 3% to 20% shrinkage on the sale. An inch of overmeasure to the yard is 3% shrinkage. Short ends are usually a loss. A baker's dozen costs you 8%.

Are your scales accurate? Do they start exactly at zero? The width of the line means dollars in shrinkage at the end of the month.

Your girls are naturally friendly and generous. They must be taught to realize the vital importance of strictest accuracy. You should go over this carefully with them again and again, show them the tremendous total loss that just a little carelessness, multiplied by thousands of sales, will cause you.

*Shrinkage is carelessness—or worse!*

