

ACHIEVO LIMITED

CASE STUDY

Strengthening Retail Security and Loss Prevention Through Strategic Partnership with Naivas









Executive Summary

Achievo Limited has maintained a long-standing strategic relationship with **Naivas**, one of Kenya's leading retail chains, supporting the organization through integrated loss prevention, workforce management, and retail operations solutions.

Operating across multiple branches and support facilities, Achievo has deployed trained personnel and implemented structured loss prevention programs designed to enhance asset protection, strengthen operational controls, and support sustainable growth.

Through this partnership, Achievo has contributed to improved operational efficiency, reduced shrinkage exposure, enhanced accountability, and strengthened security culture across retail environments.

Client Overview

Naivas Limited is one of Kenya's largest supermarket retailers, serving millions of customers annually through an extensive branch network.

Industry

Retail and Consumer Goods

Operations

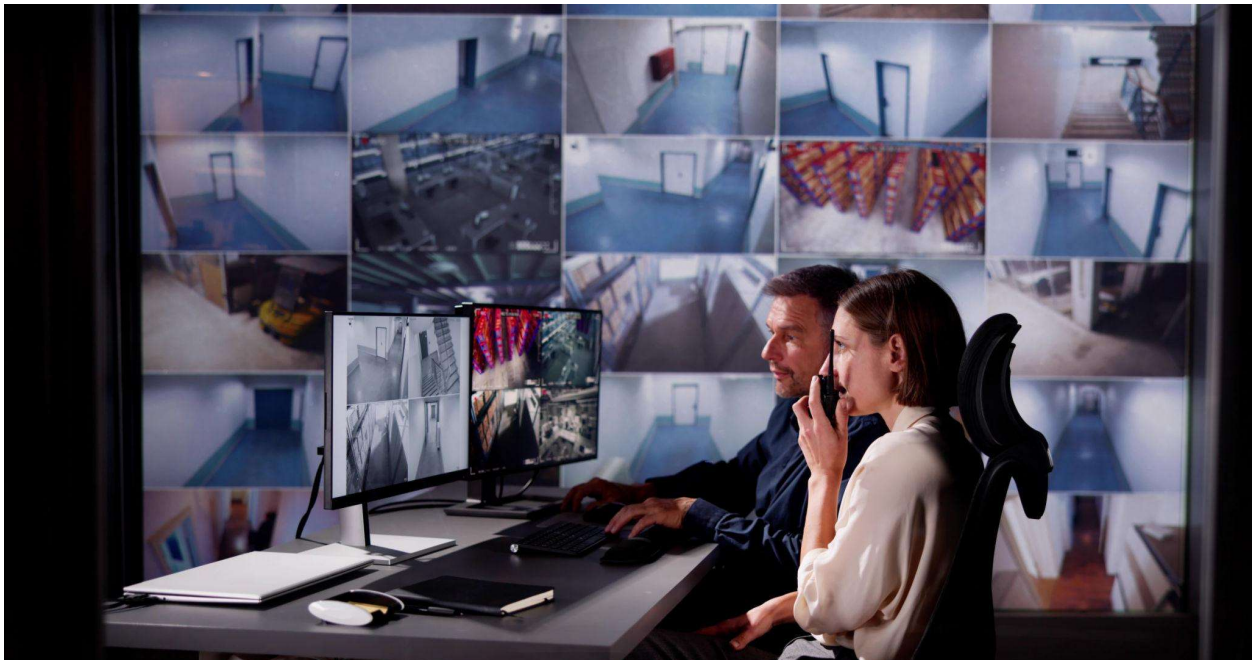
- Multi-branch retail network
- Distribution and warehouse facilities
- High-volume inventory environments
- Large workforce and customer traffic

Key Challenges

- Inventory shrinkage and losses
- Internal theft risks
- Customer-related losses
- Operational control gaps
- Workforce management complexity
- Maintaining consistent standards across branches







The Challenge

Large retail environments face increasing pressure from:

Shrinkage

Losses arising from theft, process failures, and inventory discrepancies.

Operational Risks

Weak controls and inconsistent procedures may expose businesses to financial losses.

Workforce Oversight

Managing large teams while ensuring accountability and adherence to policies.

Incident Response

Prompt identification and investigation of anomalies and security concerns.

Customer Experience

Maintaining security without compromising service quality.

Achievo's Solution

Achievo deployed a comprehensive loss prevention and retail support framework comprising:

Loss Prevention Personnel

Dedicated officers tasked with:

- Store surveillance
- Incident prevention
- Policy enforcement
- Exception monitoring
- Customer safety support

Risk Assessment and Operational Audits

Regular reviews focusing on:

- Vulnerability identification
- Process improvements
- Compliance monitoring

- Security enhancement opportunities
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Investigations Support

Structured approaches for:

- Incident analysis
 - Evidence gathering
 - Reporting and documentation
 - Corrective action recommendations
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Workforce Management

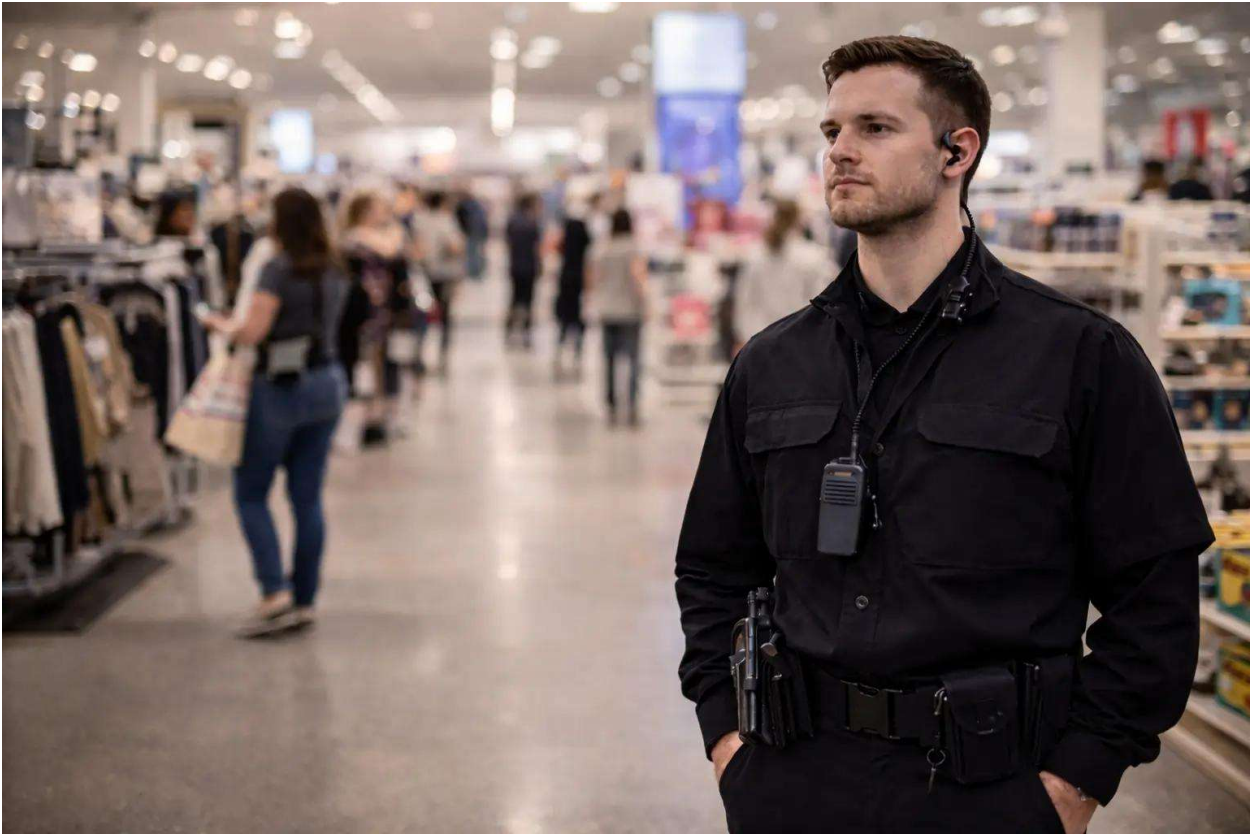
Provision and management of qualified personnel across multiple operational areas.

Training Programs

Continuous training on:

- Loss prevention awareness
 - Fraud detection
 - Customer service
 - Workplace safety
 - Operational procedures
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RETAIL ANALYTICS DASHBOARD

2.35M
Total Revenue

500
Total Customers

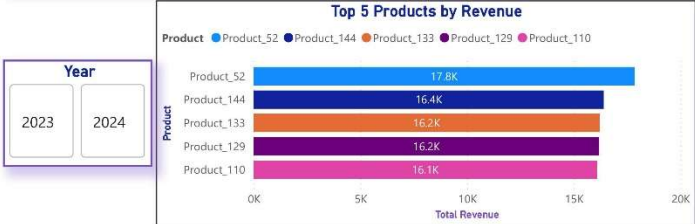
200
Total Products

236.00
Average Order Value



Top 5 Stores by Profit

store_name	Sum of profit
Store_3	104,307.21
Store_5	103,757.97
Store_9	100,408.14
Store_7	94,455.35
Store_8	93,030.30
Total	495,958.97





Results and Impact

The partnership has delivered measurable operational benefits, including:

Improved Asset Protection

Enhanced monitoring and preventive controls contributed to stronger protection of inventory and company assets.

Reduced Exposure to Losses

Implementation of structured loss prevention practices improved accountability and risk management.

Better Operational Visibility

Routine inspections and reporting strengthened management oversight.

Enhanced Staff Awareness

Training initiatives promoted a culture of responsibility and compliance.

Improved Customer Environment

Security measures supported safer and more efficient retail operations.

Scalable Support

Achievo's nationwide presence enabled flexible deployment across multiple locations.

Key Success Factors

Industry Experience

More than a decade supporting retail and commercial organizations.

Nationwide Reach

Operations in over 120 locations throughout Kenya.

Skilled Workforce

Management and deployment of over 7,000 personnel.

Customized Solutions

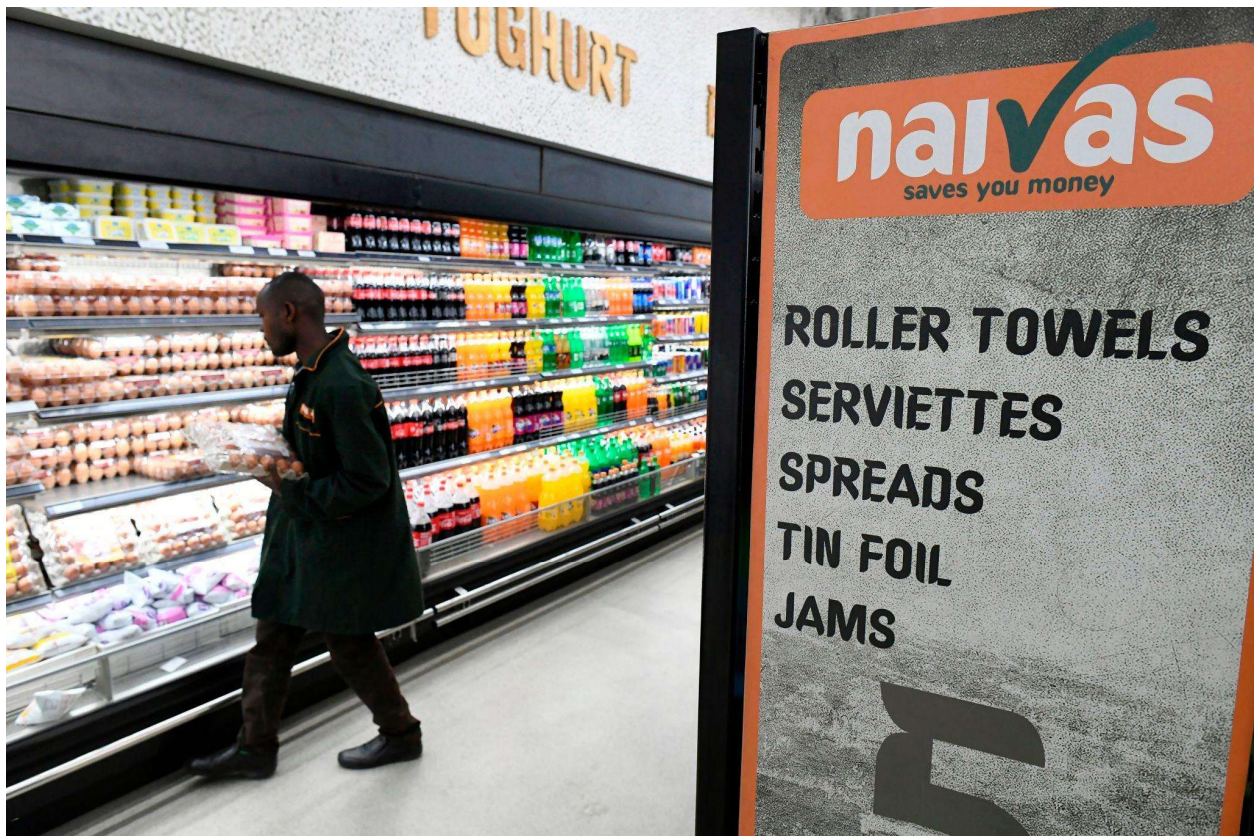
Programs tailored to the operational realities of retail businesses.

Continuous Improvement

Regular reviews and proactive recommendations for enhanced performance.







Client Value

Through its partnership with Naivas, Achievo has demonstrated its ability to deliver integrated solutions that combine:

- Loss Prevention
- Workforce Outsourcing
- Human Resource Support
- Payroll Administration
- Retail Operations Support
- Compliance and Risk Management

This holistic approach enables organizations to focus on growth while maintaining operational integrity and protecting valuable assets.

About Achievo Limited

Achievo Limited is a Kenyan business support company specializing in:

- Loss Prevention Solutions
- Human Resource Services
- Recruitment and Talent Acquisition
- Payroll Administration
- Hygiene Services
- Security Solutions
- Retail Operations Support

With operations in more than 120 locations across Kenya, Achievo delivers scalable solutions that help organizations improve performance, reduce risks, and strengthen operational resilience.

Partner With Achievo Limited

Protecting Assets. Empowering People. Delivering Results.

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This case study is written in a professional corporate style suitable for a **4–8 page PDF with executive layouts, infographics, timelines, KPIs, testimonials, and high-quality stock photography**, similar to consulting and retail operations reports produced by firms such as Deloitte, PwC, and KPMG.

Important note: If this document will be used publicly, ensure that Naivas has authorized the use of its name, logo, and partnership details. Public-facing case studies generally require client approval and should avoid disclosing sensitive operational information or unsupported performance claims.