



Participant Information Leaflet

Study Title: Improving Upstream Accuracy: An investigation into pick accuracy approaches to improve in-store record accuracy

Investigator(s): Dr.Kate Bailey, Dr.Zakiah Suhaimi

Introduction

You are invited to take part in a research study. Before you decide, you need to understand why the research is being done and what it would involve for you. Please take the time to read the following information carefully. Talk to others about the study if you wish.

Please ask us if there is anything that is not clear or if you would like more information. Take time to decide whether or not you wish to take part.

Who is organising and funding the study?

This study is led by Dr. Kate Bailey and Dr. Zakiah Suhaimi, both members of the Supply Chain Research Group at WMG, University of Warwick. This project is funded by ECR (Efficient Consumer Response organisation) whose focus is to help its' retail members to benchmark retail practices and improve performance within the sector across Europe.

What is the study about?

The aim of this study is to identify and compare the approaches retail organisations take to assure pick accuracy within their warehouse processes. Using 6 core dimensions it will identify the main factors which impact on pick accuracy and will allow organisations to assess their relative performances against those of others in the retail sector. By doing so, it also permits the Supply Chain Research Group (SCRG) at the University of Warwick and ECR to assess which approaches are more effective to help retailers improve pick accuracy performance, and hence reduce potential loss of sales in store due to stock inaccuracies.

What would taking part involve?

All you are expected to do is to complete the survey that we have developed. Here we describe the steps in detail. In the email, there will be link to the survey. You will be asked to tick a checkbox to give your consent to us processing your data. You will be asked to enter the name of your organisation, location and type of position you hold (no other personal data will be collected). From that point you enter the survey and submit your answers to the questions. Completing the survey will take approximately 15 minutes. While at the point of submission the data may be indirectly traceable back to you, as part of the analysis process your data will be input to an aggregated dataset where it will be anonymised (your organisation name will be removed) and will not ultimately be traceable back to you or to your company.

Do I have to take part?

No. Participation in this study is completely voluntary and choosing not to take part will not affect you in any way. You can also choose to withdraw your participation before or during answering the survey. Further details about withdrawing from the study are provided later on in this document.

What are the possible benefits of taking part in this study?

By participating in this study you will increase understanding of how your company's approaches to pick accuracy compare to other retailers across Europe and help you formulate strategies to reduce any potential in-store losses. SCRG and ECR will use this data to publish a report on the most effective ways to improve performance. You will also be contributing to a wider understanding of the performance of retailers across Europe and to help ECR shape future research projects to further support the competitiveness of the sector.

What are the possible disadvantages, side effects or risks, of taking part in this study?

There are no disadvantages, discomforts or side effects of taking part in this study.

Expenses and payments

No payments will be made for participants and no expenses will be covered.

Will my taking part be kept confidential?

Yes. We will follow strict ethical and legal practice and all information about you provided through the website will be treated as confidential and not transferred outside of the EEA. All data will be stored on secure servers. We will not share the raw data with anyone other than with other University of Warwick researchers if you agree for the purpose of academic research. The data will be kept for ten years as per University of Warwick regulations.

What will happen to the data collected about me?

As a publicly-funded organisation, the University of Warwick have to ensure that it is in the public interest when we use personally-identifiable information from people who have agreed to take part in research. This means that when you agree to take part in a research study, such as this, we will use your data in the ways needed to conduct and analyse the research study.

We will be using information from you in order to undertake this study and will act as the data controllers for this study. We are committed to protecting the rights of individuals in line with data protection legislation. The University of Warwick will keep the information for 10 years after the study has finished.

Research data will be **anonymised** as quickly as possible after data collection and it will not be possible to withdraw once your data has been aggregated.

Data Sharing

ECR will not be given access to the raw data, only the results will be shared with them. Your rights to access, change or move your information are limited, as we need to manage your information in specific ways in order for the research to be reliable and accurate. The University of Warwick has in place policies and procedures to keep your data safe.

This data may also be used for future research, including impact activities following review and approval by an independent Research Ethics Committee and subject to your consent at the outset of this research project.

For further information, please refer to the University of Warwick Research Privacy Notice which is available here: <https://warwick.ac.uk/services/idc/dataprotection/privacynotices/researchprivacynotice> or by contacting the Information and Data Compliance Team at GDPR@warwick.ac.uk.

What will happen if I don't want to carry on being part of the study?

Participation in this study is entirely voluntary. Refusal to participate will not affect you in any way. If you decide to take part in the study, you will need to tick a box at the start of the online survey indicating your consent. If you agree to participate, you may nevertheless withdraw from the study at any time by closing your internet browser. However please note that once the full data set has been established, we will not be able to distinguish your responses as it will be anonymised (by removing reference to your organisation's name and location).

To safeguard your rights, we will use the minimum personally-identifiable information possible and keep the data secure in line with the University's Information and Data Compliance policies.

What will happen to the results of the study?

The results will be used for academic research and the publication of journal papers. It will also be used in anonymised form as benchmark data for the total retail population in Europe. This facility will be offered for the foreseeable future. ECR will publish a report on the findings, which will also be communicated online and through a webinar.

Who has reviewed the study?

This study has been reviewed and given favourable opinion by the University of Warwick's Biomedical & Scientific Research Ethics Committee (BSREC) Ref:

Who should I contact if I want further information?

If you have any questions about any aspect of the study, or your participation in it, not answered by this participant information leaflet, please contact: the Lead researcher (Kate.Bailey@warwick.ac.uk).

Who should I contact if I wish to make a complaint?

Any complaint about the way you have been dealt with during the study or any possible harm you might have suffered will be addressed. Please address your complaint to the person below, who is a senior University of Warwick official entirely independent of this study:

Head of Research Governance

Research & Impact Services

University House

University of Warwick

Coventry

CV4 8UW

Email: researchgovernance@warwick.ac.uk

Tel: 024 76 522746

If you wish to raise a complaint on how we have handled your personal data, you can contact our Data Protection Officer, Anjeli Bajaj, Information and Data Director who will investigate the matter: DPO@warwick.ac.uk.

If you are not satisfied with our response or believe we are processing your personal data in a way that is not lawful you can complain to the Information Commissioner's Office (ICO).

Thank you for taking the time to read this Participant Information Leaflet