

## THE CONTROLLING ANALYSIS OF THE GOODS PROTECTION SESTEM IN AN OPERATING DEPARTMENT STORE

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#### Abstract

*Over the past ten years I have spent in this field, I have seen the application of several systems of property protection. Each and every security system should guarantee protection and security, including the maximization of the protection of property. In the majority of the case studies I experienced that the controlling aspect of the protection systems was wanting in one respect or another. However, controlling is an indispensable part of the protection plan. The protection of property project is a complex activity touching upon all segments of security. Controlling includes the description of mechanical and financial parameters and the framing of the temporal and financial parameters of the project realization. It is necessary to have a continuous feedback on operation once the project is devised and launched. The assessment of experiences based on feedback and the development of the controlling system is a never-ending process. We can never sit back and relax thinking that our system runs perfectly since the development of technology always calls for new challenges.*

**Keywords:** protection, goods, department, controlling system, theft

#### Absztrakt

*A szakmában eltöltött több mint tíz évem alatt sokféle vagyónvédelmi rendszer alkalmazásával találkoztam. A védelem és biztonság szavatolása, az értékek maximális biztosítása a feladata valamennyi biztonsági rendszernek. Az esettanulmányok döntő többségénél a védelmi rendszer controlling szemléletének hiányosságát tapasztaltam. A controlling kihagyhatatlan részét képezi a védelmi terv kialakításának. A vagyónvédelmi projekt egy komplex, valamennyi biztonsággal kapcsolatos szegmenst érintő tevékenység. A kialakítása sajátos és egyszeri tevékenység. A controlling tartalma a műszaki és a pénzügyi paraméterek leírása, a megvalósítás időbeli és pénzügyi paramétereinek keretbe foglalása. Az összeállítást és elindítást követően szükségünk van a működésről egy folyamatos visszacsatolásra. A visszacsatolásból eredő tapasztalatok leszűrése és a controlling rendszer fejlesztése egy soha véget nem érő folyamat. Soha nem dőlhetünk hátra megnyugtatóan, hogy tökéletes a rendszerünk, hiszen a technika fejlődésével újabb kihívások adódnak.*

**Kulcsszavak:** védelem, termékek, üzlet, controlling rendszer, lopás

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## **BEVEZETÉS**

The purpose of goods protection with respect to the department store. The companies launch enterprises covering their activities in order to produce profit. Owners quantify their expectations and define the numbers necessary for the operation of their venture. In order that the business management live up to these numbers, the rules of economy have to be observed. Each and every forint invested has its place within the system and it has to come back within a given time frame. In the case of goods protection, it is rather difficult to accurately determine the time of return as not all items equipped with goods protection tools will be attempted to be stolen. If we knew which products would be stolen, it would be necessary to equip only those ones. With regard to this segment, controlling systems offer two solutions.

The design of department stores aims at the complete satisfaction of customer interest. Modern approaches profess the view that the goods should be placed as close to the customer's reach as possible. On the one hand, experiencing the physical parameters of the product generates trade. On the other hand, it facilitates the execution of harmful activities by those who enter the store without any intention of shopping. Unfortunately, my experience is that most Contractors regard it as a waste of money to acquire technical tools and devices ensuring goods protection, let alone to employ people controlling them. It is for this reason that I consider it important to keep the qualification level of the staff at the highest possible.

The protection system needs constant updating, and changes in technology have to be closely followed. Developments integrated into our existing system have to be based on the principles of controlling.

Several actors are affected by a positive outcome:

- Owners, business managers: profit and profitability
- Employees: higher salary, better work atmosphere
- Customers: although unconscious on their part, but a feeling a security will draw in more customers. The return shows not only in the inventory, but it has a positive effect related to trade in general as well.

## **FACTORS NEGATIVELY AFFECTING GOODS PROPERTY**

Only a fraction of these negative events will actually be noticed. It is therefore of vital importance that these events be recorded in greater numbers, in accordance with what really happened. These pieces of information can be compared to a floating iceberg: it is through the accurate documentation of past events that we can analyze the quality of protection efficiently and change measures productively. These measures are crucial in the domain of both prevention and intervention. Employees have to be made aware of the importance of sharing detailed information related to department store happenings. The relevance of this point is twofold, qualitative and quantitative, both being essential.

- *Qualitative*: referring to the fact that the quality and usability of the information are determined by the informant's abilities.
- *Quantitative*: referring to the fact that information should be to our disposition in as great amount as possible; the broader the spectrum of experiences, the more effective the development.

## **MEASURING RISKS**

What external and internal factors lead to the disappearance of the product.

### **Theft from the outside**

The individual thief comes as a visitor and may actually buy something, but all their activities within the building are subjugated to the theft. The person executes the deed on their own.

Persons committing group theft come as visitors and may, in some cases, actually buy something. They divide the subtasks of the theft among one and another. Each person has a well-defined role: observer, distractor, preparator and supplier.

As the proverb says, a thief is born by occasion. It is always an opportunity that incites theft, the opportunity being the lack of security, about which I am going to write later on.

The thief who arrives as a regular client has previously selected the item that would make the object of theft. This person takes advantage of every single opportunity to reach the goal, and takes no interest in any other product. A significant number of black market actors acquire their stock using this strategy.

### **Theft from the inside**

The employee seizes the opportunity and steals the product. When done individually, there is an increased probability of being caught. The employees form a group and do their deed together so as to decrease the risk of being caught – the group form facilitates the spotting of the right time and place.

Sources of danger generated by the product:

- the commercial behavior of the department store, flaws in sale;
- flaws in the retail trade appearance or in the packaging of the product;
- flaws in the professional competence of the sales contributors;
- intentional damage done by the employees and
- unintentional faults done by the employees.

Following the analysis of case studies drawn from practice, I have concluded that it is not possible to make a 100% estimation of the target areas, the volume, the time and the consequences of the near-future target events. At the same time, we can prepare for the harmful effects by solution plans and protection strategies.

### **The scope of RISK Management**

It includes those areas where commands related to risk management enter into interaction with one and another.

Reception of goods: the arrival of products, the nature of work procedures: qualitative and quantitative controlling, entering the department store in the stock registry. The items can arrive directly from the manufacturer, from the central stock of the store or from another store. Installing goods protection devices of the goods not equipped with appropriate protection in the factory.

Internal logistics of the department store: transporting groups of goods to the right department, taking care of the packaging, checking goods protection devices.

Departments: placing into the selling area and in the trade system by taking commercial aspects into account.

Selling:

- Cash register zone, shopping through the cash register zone, traditional self-service.

- Handing out products, when the quantity or any other factor justifies selling through the reception gate. No goods can leave the area of the department store without control.
- The area in front of the department store, advertising activities: model products exposed in this area with the aim of increasing trade can be considered potential risk factors. The amount of source spent on protecting them is determined by the forensic status of the area.

### **The tools we have to reach our goals**

What developments we wish to foster, which cost money and which cost energy and time.[1]

- A camera system available, the optimal setting of the department store area covered. The parameters of the cameras available. Taking the shelves into consideration.
- Goods protection devices available,
- Mechanical protection: devices that can prevent or burden theft even without electricity. Locks, chains, cabinets, display cases and combinations of these.
- Acousto-magnetic goods protection devices: devices using electro-magnetism that prevent or burden the theft of goods. The item is equipped with a device that signals at the detector gate.
- Goods protection safes;
- Secure spiders, special design for the appropriate placing on the packaging.
- Hardtags, goods protection tags put on the item, cannot be easily eliminated.
- Softtags, can be easily placed on the product, difficult to detect.

### **Elements of goods protection controlling**

Factors that have a negative effect on the operation of goods protection controlling

Factors influencing human activities:

- queuing;
- the employees have to wait without any tasks to do;
- unnecessary work, empty time;
- errors;
- harmful effects not signaled in advance;
- inappropriate working conditions;
- erroneous communication.
- Elements necessary for a successful controlling:
- Declaring a joint will from the very beginning;
- The effect of management activities, directions, tasks and activities related to management. Mission (from where to where you want to get), value system, dominant atmosphere within the company, the internal working environment of the organization, decision-making.
- The management and its structure, principles, organizational structure, system of relations.
- Co-operation with partners;
- Managing human resources, determining staff size, distributing tasks, formation, development, determining levels of knowledge, operating a system of rewards.
- Process perspective, harmonizing resources related to shared activities, controlling processes, continuous development, monitoring, increasing efficiency and productivity.
- System perspective, identifying processes in interaction, learning about them, understanding them, integrating them into the system and controlling.

- Equipment system, determining tasks necessary for reaching the goals, execution, controlling.
- Principles of arrangement, planning, controlling, developing, maintaining.

The primary function of these devices is to ensure appropriate information for the management about the conditions of the environment and the internal processes, with the aim of planning and introducing the necessary interventions and defining appropriateness. The management is able to control the processes it has launched. The controlling leader's task is to ensure the set goals.[1]

### Good protection controlling

- Specifying goods protection aims, minimizing expenses, maximizing security;
- Setting specific goods protection goals;
- Collection information relevant to goods protection, analyzing and interpreting it;
- Working out a function monitoring efficiency.

### Tools for goods protection

- Measures: regulations controlling internal organizational processes, concerning individuals coming from the outside;
- Architectural design, plan of commercial arrangement;
- Goods protection system;
- Electronic goods protection devices;
- Mechanical goods protection devices.

The first figure demonstrate of the tools for goods protection

Tools for goods protection

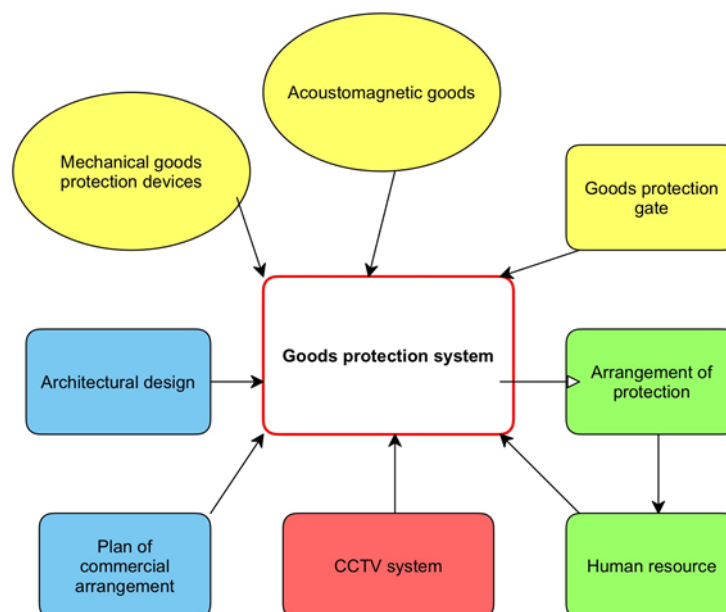


Fig.1: Tools for goods protection (edited by the author)

### For a successful goods protection controlling [1]

- Introducing the indicator function which can predict harmful action in an early phase;
- Preventive effect to avoid the actual realization of the harmful action, creating a situation which can reduce its probability to the greatest degree possible;
- Flow of information, as quick and accurate as possible;
- A goal-oriented approach to processes, we always have to be aware of the purpose of each and every process;
- Setting aims in order to define future tasks with a view of reaching our clear goals.

### Elements of the goods protection controlling system [2]

- Understanding the elements of goods protection
- Working out a goods protection plan
- Putting the plans in practice
- Measuring performance
- Comparing performance
- Assessing performance
- Development

The second figure demonstrate of the controlling goods protection

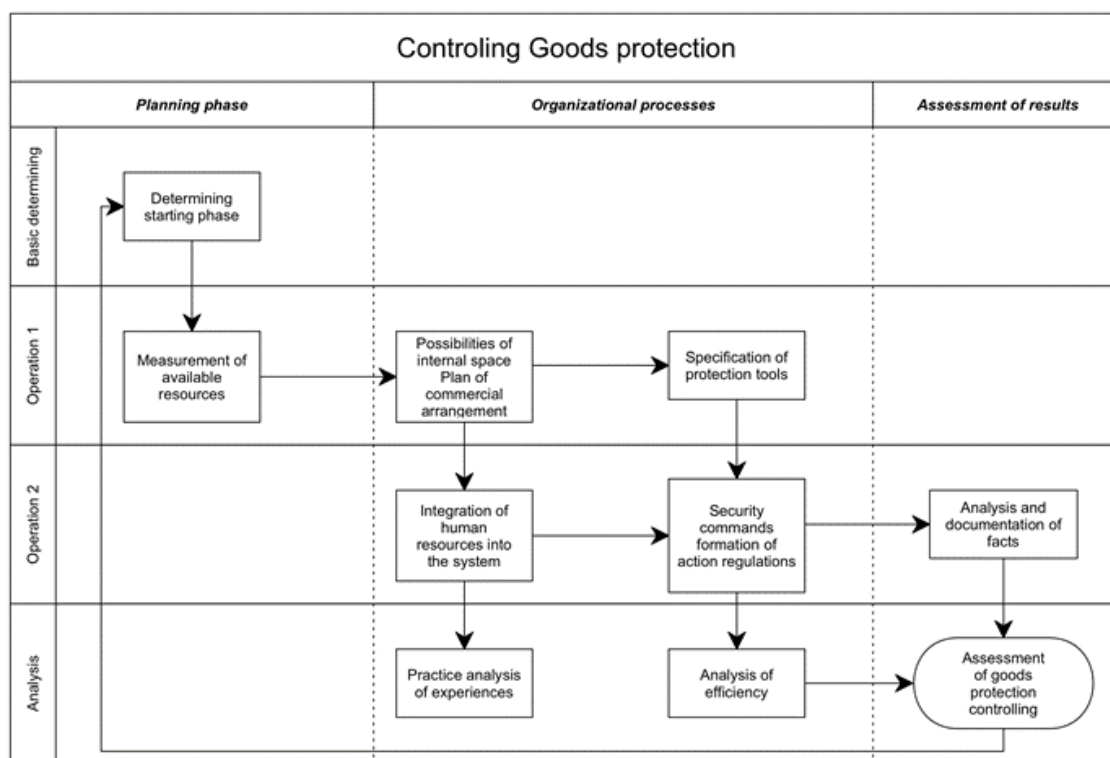


Fig.2: Controlling Goods protection (the author edited based on [2])

### Structuration of goods protection controlling

- Dividing goods protection processes into parts
- Measuring the performance of each part
- Measuring and recording the starting point

- Setting the planned status
- Implementing assessment
- Determining developments, making new plans

The structuration of goods protection controlling demonstrated by 3 figure.

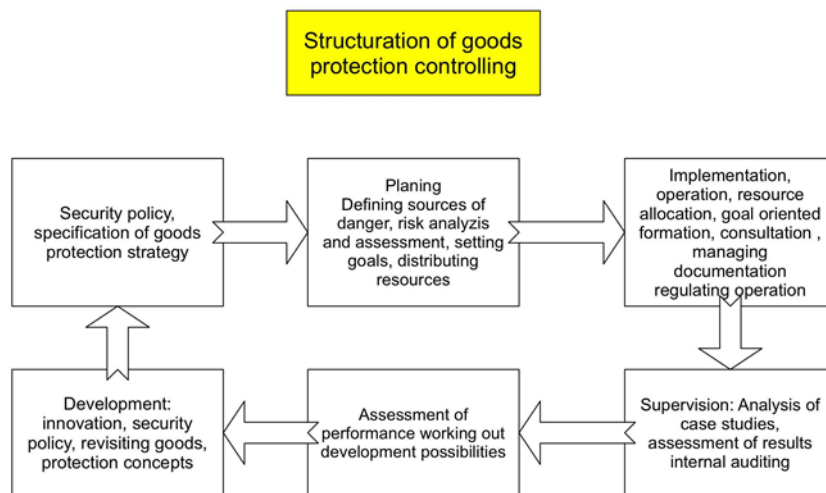


Fig.3: Structuration of goods protection controlling (edited by the author)

## CONCLUSIONS

The ars poetica of protection strategies is the organization culture, a system integrating the shared presuppositions, values, convictions and beliefs accepted by the members of the organization. They are considered to be valid by the members, are observed and handed down to new members. They represent the model solutions to problems as well as the desirable mind-set and behavior.

Configure the protection system is essential for controlling. Successful controlling = the effective implementation of the relevant information available to us from highlighting data. The permanent information feedback is necessary for the objective data rating. This is the way for the easier and more efficient job

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