

# Service Parts – Industrial Equipment Small Product Picking Operation

## Business Case:

A greenfield DC in operation for nine months was not meeting the business plan for this new operation. One of the key under performing areas to the business plan was the picking operation. Because the Small Product Bin Operation represented 57% of the facility volume, it was decided to focus the improvement Bin outbound operational performance

## Approach / Solutions:

- Performed assessment of daily operations. Found three key areas for improvement: Batching of and order release strategy, workload planning / resource allocation tools, and daily performance reporting and monitoring tools
- Revised WMS order processing configuration to support more dense picking assignments. Gathered historical volume and performance data to develop daily workload planning tool. Implemented performance reporting tool that better captures process productivities.

## Results:

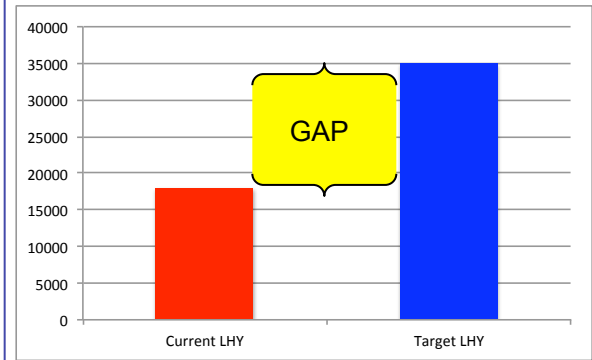
Metric	Change	Metric	Change
Bin Picking Performance	+14%	Pick path density	Improved
LHY	+33%	Number of work orders	Reduced

## Summary:

- This project served as a great catalyst for additional productivity improvements in other operational processes. The PDCA cycle has been repeatedly applied throughout the facility.

## Before Performance:

\*LHY Baseline 18,000 Target = 35,000



## After Performance:

