

Improving Order Accuracy in Warehouse Operations with Frontline Team Engagement

The warehouse operation for a national distributor engaged a team of frontline employees in a learn-as-you-improve team process that solved an order accuracy problem and produced savings of more than \$200,000 in expedited shipping costs in less than 40 days.



SITUATION

A large distributor of accessories for handheld technologies needed to reduce the number of “short shipments” to customers, customer complaints and expedited shipping costs in its main distribution center.

TEAM ENGAGEMENT STRATEGY

A team of customer service reps and warehouse employees was assembled to attack the problem using **Rapid Action**, an “all in one” team engagement toolkit for accelerating results.

RAPID ACTION PROJECT CHARTER

How can we improve accuracy in filling customer orders to reduce mis-shipments while avoiding split orders and extra freight costs?

SAMPLE SOLUTIONS IMPLEMENTED

1. Developed a new process to identify orders with shorted items and hold them for up to three days in order to ship complete, avoiding the need for split shipments.
2. Relocated highest-volume products to streamline picking time and reduce worker fatigue.
3. Redesigned the process for order entry to consolidate customer orders prior to them being released for pick and ship.
4. Developed a mistake-proofing procedure to ensure the matching of customer pallets to their designated truck prior to loading.
5. Instituted bi-weekly town hall meetings to engage all employees in discussing progress, problems, and resolutions.



We knew back order shipments were a problem, but it was really eye-opening for everyone to see how much it was really costing us once we dug into the problem using Rapid Action. – CUSTOMER SERVICE MANAGER

RAPID ACTION TEAM RESULTS

\$218,000

reduction in annualized expedited shipping costs

95%

level of right-the-first-time orders, up from 80%

15%

reduction in backlogged orders

37 days

cycle time from team launch to wrap-up

RAPID ACTION FOR STRATEGY EXECUTION
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The “All in One” Team Engagement Toolkit for Accelerating Results



Prelaunch Planner



Action Accelerator



Scripted Meeting Guides



Quick Read Booklets



Idea Sorting, Prioritizing and Tracking Posters



e-Templates & Tools



LEARN MORE ABOUT RAPID ACTION FOR STRATEGY EXECUTION

Are you interested in accelerating results and increasing engagement from your organization's change management and continuous improvement initiatives? Take a look “inside the box” of the most reliable process available for rapid, team-based improvement.



Call 800.254.6805 or email to request@improvefaster.com to schedule a demo of the Rapid Action Toolkit.



For more information including Case Studies and White Papers please visit www.improvefaster.com.

Leap Technologies

Improve faster through better team engagement!

Since 1993, Leap Technologies has helped organizations get on the path to faster, more effective strategy execution through better team engagement.

For more than two decades, organizations such as CBRE, Pfizer, Spirit Airlines, the Small Business Administration, Veolia Environmental Services, and U.S. Department of Defense among others have deployed Leap Team Engagement Toolkits to support the toughest strategy execution challenges.

For organizations looking for to execute strategy faster and better, Leap Technologies is the resource of choice.