WAREHOUSE DELIVERY CHECKS AND PICK ACCURACY

Case Study: Supply Chain – Logistics Company

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Case Study: Supply Chain – Temperature Controlled Logistics Company

A leading logistics company in temperature controlled transport and warehousing across Europe, required the support of RGIS to complete delivery checks in one of their warehouses.

Deliveries of frozen food sent to many retailers were not reflecting what was scheduled to be delivered. The delivery checks would ensure that their customers were receiving the stock they were expecting.

REQUIREMENT

The logistics company required delivery checks for a new warehouse they had acquired. They needed the following:

- Delivery checks required to **reduce errors in deliveries** to customers
- Needed to **increase their pick accuracy**
- **Understand why** they were having accuracy check problems within the warehouse
- **Identify training requirements** in pickers

SOLUTION

RGIS put in place a **dedicated quality check process** to check all deliveries:

- RGIS attended the warehouse on delivery days: Monday, Wednesday and Friday from 10am to 6pm
- Provided one auditor on Monday and Wednesday and two auditors on Friday
- Auditors checked delivery docket vs actual products picked
- Sign off delivery notice and return to a Team Leader

RESULTS

By partnering with RGIS, the logistics company achieved the following:

- **Accuracy** of deliveries were quickly improved
- Immediately **identified processes** that needed to be changed to reduce errors
- Were able to **identify and train** the pickers that were making repeated errors
- Allowed them to **deliver the service** their customers expected with the correct deliveries of frozen food

As a result of the work that RGIS completed, the logistics company was able to **identify training** needs in their pickers and **improve processes** to reduce delivery order errors

Improved Customer Service

Reduced Errors

Identified Training Requirements

Improved Accuracy

CONTACT **RGIS** TODAY TO SEE HOW **WE CAN HELP YOU**

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