

Case Study

Summarized Highlights

Global leader in designing, manufacturing, distributing and servicing engines and support systems.

Company added new product-line and was looking for far higher responsiveness warehousing service attuned to modern direct customer and aftermarket channels.

Client Challenge

To be at the forefront and always ahead of competition, timely availability of product at the doorstep of its customer was a big challenge. Spear Logistics was given the responsibility of managing the operations and ensure effective distribution.

Spear Solution

Spear industrial engineering team designed optimized layouts and deployed equipment ensuring faster turn around time by utilizing maximum space. The team defined processes for lean operations, to reduce operations cost, and extremely low error levels while maintaining high % inventory accuracy and added different value added services like Kitting, Pre Packing, Labelling.

Key Services Provided

- **FG Distribution** – Receipt, Inspection, Put Away, Kitting, Picking, Packing, Dispatch
- **Aftermarket Hub** – Receipt, Inspection, Put Away, Kitting, Picking, Packing, Dispatch, Expedited Orders, Reverse Logistics
- **Factory Distribution** – Receipt from production, packing and labeling, put away, picking to order, packing and dispatch
- **Factory Inbound** – Receipt from suppliers against PO, inspection and put away, release to factory as per production, kitting, factory deliveries.

Key Benefits

Reduction in order processing time, increasing efficiency and visibility directly resulted in inventory reduction. Different value added services made the process more efficient and reduced cycle time. This resulted in higher customer service, and quicker cash realization.

Increased accuracy of more than 99 percent on inventory and receipt to stock availability of 98% enabled enhanced customer service. Moreover, the claims were reduced to less than 0.1 percent thereby reducing the cost of corrective action.

Challenge

To ensure effective distribution centre management for the new product line for direct customer and aftermarket channel and delight its customer by consistent & reliable services with timely order fulfilment.

Solution

Designing effective and high productivity warehouse layout for faster turn around and optimized utilization of the space and adding value added services like kitting, Pre Packing, Labelling

Results

- Inventory Accuracy – 99% +
- Order to Available for Same Day Shipping - 98%+
- Claims/Shipment Errors - <0.1% from 1%+ earlier
- Receipt to Stock Availability - 98%+
- Reduced cost of corrective action
- Overall space managed- more than 21,000 sq feet

For more information please contact us at

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