



## Case Study

Retail subsidiary of India's largest business house, store presence across formats (hyper, grocery, apparel, electronics, books etc.) was in need of very robust supply chain to stand rapidly expanding retail segment.

### Client Challenge

To stand the rapidly expanding retail segment and having good footfall in the stores it was necessary to consistently remain high on inventory accuracy & short cycle times that will lead to high shelf availability. To achieve this it was necessary to have completely system driven operations and warehouse workforce to work in sync with operational processes only. The operations were varied across consumer goods, grocery, fruits & vegetables, and meat operations.

There was a definite need of a reliable service provider who can provide consistent & efficient services.

### Spear Solution

Spear did thorough study of the processes, had done meticulous planning and deployed dedicated teams for different product operations to increase product familiarity and operational efficiency. Warehouse practices like Wave picking and cross dock management were deployed to reduce cycle times and increase accuracy. Comprehensive system training was given to staff to increase process adherence to 100 percent. Cross pollination of best practice across sites through staff sharing and transfers was adopted.

### Key Services Provided

- **FMCG, F&B, and Home-** Receipt, Inspection, Labeling, Put Away, Cross Dock, Kitting, Picking, Packing, Dispatch,
- **Fruits & Vegetables-** Receipt, Inspection, Cleaning, Sorting, Packing, Put Away, Cross Dock, Picking, Packing, Dispatch,
- **Fresh and Frozen Meat-** Receipt, Inspection and Sorting, Cleaning, Cutting, Weigh and Pack, Put away, Pick, Pack, Dispatch

### Key Benefits

Spear team deployed efficient processes and ensured 100% process adherence. The team supported lean operations with lower inventory in the warehouse and store while keeping high shelf availability.

By providing an increased accuracy of more than 99 percent on inventory, shipments, and receipt to availability after put away, Spear enabled higher shelf availability and enhanced customer service.

## Summarized Highlights

### Challenge

Make the operation completely process driven whilst managing high number of SKU's, high throughput, to remain high on inventory accuracy & short cycle time.

### Solution

Dedicated team for different product operations, adoption of best warehousing practices and training of staff to ensure 100% process adherence.

### Result

- Inventory Accuracy : 99% +
- Order to Shipment : 99% +
- Shipment Accuracy : 99.9%
- Receipt to Availability after Put Away : 98%+
- Overall space managed : 150,000 square feet
- Total manpower : 250
- # of stores served : 200
- Managing 5 facilities

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