

**Client:** Instarmac

**Sector:** Warehouse and Distribution

**Key tools or services:** Lean Thinking/VSM, Stock Reduction, Warehouse Improvements, Error Proofing and Visual Management

### Requirement

The Introduction of own brand tile products at Instarmac had brought with it a change in the type of orders received. The new range required the building up of a pallet from a wide range of SKU's, compared with full pallets for existing products. This manual process had many opportunities for error and required 100% checking of picked pallets. Data showed that there were errors on 2.5% of all pallets and there were still customer complaints for incorrect deliveries.

### Response

A cross-functional team led by picme® mapped the picking process and identified possible sources of error. These included:

- > The pick list order did not match the physical layout of the items in the warehouse
- > Item layout did not match the order that a pallet was assembled
- > Products have similar packaging making identification difficult
- > Pallets were left part picked resulting in duplication and missing items

The steps taken to improve the process were:

- > Items were stored in the order that a pallet is assembled
- > The picking note was modified to match the warehouse layout
- > Orders are picked in full so that there are no errors due to part picked pallets
- > A hand pallet truck is used to minimise the room needed for storage
- > Visual Management was used to clearly identify the locations of different SKU's
- > Changes to product packaging have been made to make product identification easier

### Result

100% inspection of pallets for 3 months showed a 0.25% error rate (90% reduction). Further improvements have removed the need for any checking of pallets after 6 months.

To find out how picme® can help you and your business get in touch today:

**Call 0161 304 5909**

or email: [enquiries@picme.org](mailto:enquiries@picme.org)

## About us

picme® is one of the UK's most respected business improvement consultancies. We have an impressive pedigree, having originally been set up by the DTI, Chemical Industries Association and several other trade organisations with the specific aim of helping to improve efficiency and competitiveness within the chemical, pharmaceutical, plastics, rubber and polymer industries.

Since then we have expanded our areas of expertise and are now the partner of choice for many of the country's leading organisations. We specialise in delivering world-class, sustainable business improvement to companies of all sizes, with emphasis on the development and up-skilling of the workforce as a whole.

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