

**IMPROVING PICK ACCURACY &
REDUCING SHORT-CREDITS
THROUGH COLLABORATIVE
PROBLEM SOLVING****OPPORTUNITY**

KESI was tasked by a client in the Fresh Produce Distribution Industry to conduct an in-depth analysis of the company's recent short-credits trends and address the potential root-causes leading to abnormal mis-picks and mis-ships during the warehouse selection process. These problems were resulting in lower profitability and customer satisfactions issues, and the objective was to develop a sustainable and measurable solution of improvement which could be maintained and scaled as the business continued to grow.

PLAN

Utilizing our comprehensive and proprietary data analytic process in conjunction with evaluating floor activities with the operational stakeholders, KESI conducted a multi-shift comprehensive analysis into the physical and systematic transactions across thousands of orders and shipping routes.

CHALLENGES

- Numerous systematic picking methodology, such as Case Pick, Each Pick, and Retail pick had to be evaluated.
- Transactions taking place across multiple systems – Produce Pro & Vocollect system.
- Multi-language workforce across all shifts

OUTCOME

Upon completion and adoption of the new processes, the client was able to utilize these strategic and executable tools to drive 24.5% reduction in Short-Credits compared to the same period from the previous year and maintained those gains continuously.

24.5%
YEAR OVER YEAR
SHORT-CREDIT
REDUCTION

OUR PROCESS

IDENTIFY



PLAN



EXECUTE



SUSTAIN