

Case Study:

Roll Out PA (Pick Accuracy) Into Argos distribution Centres

Introduction

RAS Supply Chain Integrity has rolled out PA into the six Argos distribution centres. This was to mirror the existing coverage of the twenty distribution centres across the Sainsbury's network that are already serviced by SCI. This will mean all 3PL distribution centres are working towards the same accuracy performance targets.

Implementation

- Visit all six depots and gather understanding of Argos process and data feeds required
- Understand volume and presumed manning requirement.
- Gather information for IT department to be able to build a bespoke program for a live feed and a reporting dashboard.
- Recruit and train out the new process into all depots over a four-week period whilst waiting for the live feed to be implemented.
- Revisit all depots and train out the dashboard and answer any questions/concerns to Argos management.
- Write methodology for the different depots – Home Delivery, NDC and RDC
- Go live with the live feed and reporting tools.

Benefits

- Real time picker errors identified and actioned.
- Insight into trends and analysis of root causes.
- Ability to manage improvements.
- Independent validity of picker accuracy and performance.
- Dashboard to be used as a performance management tool.
- Improve store/customer availability.

Conclusion

- The PA technology used by SCI has been built to manage complex queries so a blind audit can be carried out and upon completion can be matched against an expected source to show a variance which are then further checked.
- The results of the audits are summarised and reviewed on weekly calls with the stakeholders and in a period review with the finance and loss prevention team.
- Trends have been identified much quicker and acted upon in real time.