Case Study:

Successful pilot leads to mobilising the Prosper™ pick accuracy service at Co-op

The relationship grows stronger; in pursuance of providing a robust service the RAS Supply Chain Integrity (SCI) provisions grow from auditing supplier inbound to depot outbound, understanding the very reasons errors occur and managing pick performance and relationship.

Bespoke Prosper™ dashboard provides evidential data in a simplistic manner designed uniquely in partnership with the customer

Co-op Food Logistics is the logistics service provider to over 4000 retail outlets (including deliveries to independent co-operative societies). The national network of multi-temperature distribution centres and vehicles service and support all stores in the food estate 364 days of the year.

Availability at their stores is fundamental to providing an excellent service for their customers, and therefore Co-op wanted a calculated method to measure stock level integrity and picker performance by conducting outbound accuracy audits of picked store orders throughout their 12 depots, with volumes in excess of 50,000,000 per annum.

The audits were to be conducted 24 hours per day and 7 days per week; proportionate and aligned to individual depot picking and loading timelines.

The audit results are displayed through award winning secure web interface dashboard Prosper™. Pre-defined access allows key stake holders to view real time and historical data relevant to them and with trending information and analysis.

There was also the requirement of the development of a set of bespoke report templates to Co-op specification allowing feedback options and survey submissions and empowering authorised users to extract role specific report.

Our database demands 3PL engagement on a daily basis and commentary on reasons for both good and bad pick performance on our Conversation Tracker© to close down a days audit, forcing improvements.

Since the contract started, RAS have highlighted over £60k of inaccurate stock being delivered per depot per week.

The project timeline was to be strictly adhered due to board level interest; setup, pilot, analysis and mobilisation plan was delivered within a 3 month period

Project Learnings
- Ascertained a higher level of misguided cases per depot
- Pick accuracy improvements of over 20% during pilot phase
- Result dashboard designed to encourage improved picker performance
- IT integration made in record time