

CASE STUDY - REAL EXAMPLE

**No extra
hands. Just
less distance.**

Optimizing warehouse operations.
Going from 2.5 hours to 45 mins a day.

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THE REAL CHALLENGE.

Customer is king.

The SLA

- Booking order at 21pm day x-1
- Delivery day x before noon

The process to meet the SLA

- Supply chain colleague starts early (7AM) to process order
- Warehouse operations spends 2,5 hours picking and loading
- First truck rolling at 10AM latest to deliver OTIF

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THE FIX.

Adapt warehouse layout.

- Cluster customer articles in warehouse.
- Change putaway to go from 'treasure hunt' to efficient picking route.

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THE RESULT.

Daily operating time:
2.5 hours to 45 minutes.

- No extra hands. Just less distance.
- Pressure to meet SLA quietly disappeared.

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INSIGHTS.

Invite the 'true' experts to the table.

Do not stick to teamlead levels. Ask the colleagues actually doing the work. Every day.

Be practical.

Good idea? Do not expect forklift drivers to write a business case. Put everyone's best talents to work. Assess impact and effort together. Plan. Do. Check. Act.

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MAKING IT STICK.

Probably yes, if...

- THE COLLEAGUES DOING THE WORK ARE INVOLVED IN SHAPING THE SOLUTION. THEY OWN THE PROCESS.
- THE CHANGE CAN BE MEASURED AND COLLEAGUES FEEL THE IMPACT.
- KPIS AND SLAS ARE (EASILY) MET
- THE PROBLEM IS SOLVED FOR MULTIPLE DEPARTMENTS. NOT JUST INSIDE THEM.

It asks for time, honesty, and leadership that means it.

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THIS IS THE KIND OF CHANGE LEF. BUILDS.

Curious what's hiding on your floor? Let's talk.

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MAKING OPERATIONAL CHANGE STICK.

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