CASE STUDY
Housewares & Home Furnishing

THE SITUATION
Inconsistent quality of packaging and gift wrapping, high temp variable costs year-round, low production rates, and high levels of customer complaints regarding order timeliness and accuracy. Negative impact to the overall service and corporate perception of this distribution center.

THE SOLUTION
Implement and execute SIMOS’ labor management strategies, engineering expertise, quality control, and process improvement techniques. Apply proven engineering principles, method standardization, work measurement metrics, incentive programs, and workforce development strategies.

IMPACT RESULTS
Productivity increased 35% in gift wrap cartons per hour and 28% in pack cartons per hour driving down cost per unit. Quality increased to 99.5% accuracy of orders per this company’s Perfect Order Program. Returns from the customer dramatically decreased year over year due to quality assurance program. Customer Call Center complaints decreased significantly. Improved overall performance with savings of $1,500,000.

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28%
Pack cartons per hr

INCREASED QUALITY TO
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Accuracy of orders

COST SAVINGS
$1,500,000.00