

Case Study

Customer Service & Warehouse – Time & Motion and Operations Assessment

P R O F I L E

A retail and customer service company desired a 3rd party analysis of their operation and recommendations for improvement to their warehouse and customer service methods.

O B J E C T I V E S

- Gain an accurate understanding of the current situation
- Increase efficiency / productivity & reduce waste
- Improve processes and eliminate wasted steps
- Potential for reducing FTE

A P P R O A C H

The methodology utilized included time and motion studies, data collection, observe current processes, workflow mapping, and leverage management team for data collection and feedback.

R E S U L T S

Opportunities in the following areas were identified;

- 25% increase efficiency of customer service processes
- Best Practices– Documented and communicated across the organization
- Reduced warehouse FTE requirements by 30%