



TRCTalent.com

New Gains in Scalability, Productivity and Quality for Global Logistics Leader with TRC

THE CLIENT: A fortune 500 global logistics company

THE FUNCTION: Distribution capabilities that offer best-in-class inventory management and order fulfillment allowing for seamless global logistics solutions and complete supply chain management.

Our client was spending a disproportionate amount of time on day-to-day labor management which limited their focus on client facing activities and new business development. Performance and quality standards were inconsistently measured and met.

The Challenge

There was no consistency within the production requirements or the workforce's responsibilities. Shipment deadlines were missed and error rates were high, creating client discontent with the existing vendor. The client was focusing more on these issues than expanding their business operations.

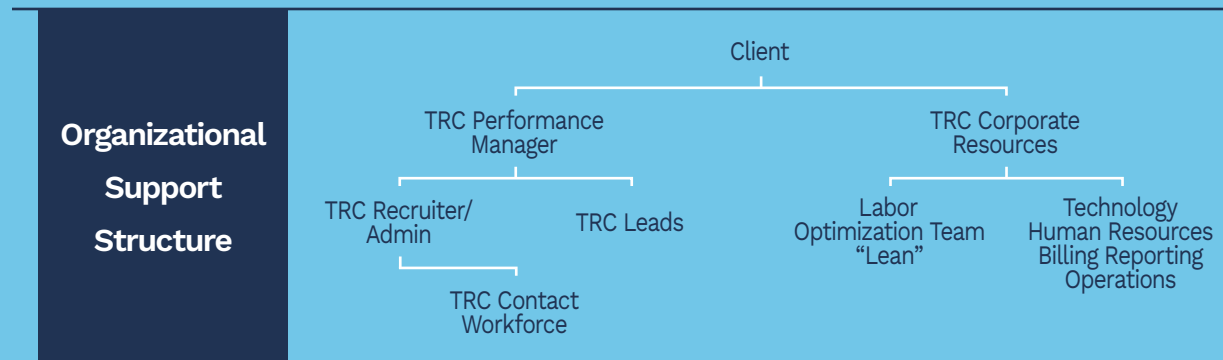


The Approach

TRC proposed the deployment of an experienced management team to provide expertise in labor management, operations and administration to develop SOP's, build a stabilized workforce, and increase efficiencies and productivity within the Atlanta distribution center.

- Conducted an Operational study to determine gaps and focus area to lower the overall labor cost for the facility
- Provided an experienced management team to own day-to-day operations of the facility and workforce

- Developed an implementation plan with outlets for continuous improvement
- Realigned the flow of the facility for smooth operations and functions by client accounts in-house
- Developed Standard Operating Procedures (S.O.P.'s) for the client
- Developed and implemented guidelines and policies for the workforce to ensure employee accountability and drive quality production



The Results

TRC provided our client scalability and a quality driven, optimized workforce delivering significant increases in productivity.

- Workforce scalability
- Significant reduction in labor costs
- Management team that ensured client KPI's were met
- Gains in quality
- Developed employee motivation programs with monthly reward recognition
- 31-50 employees working year round

↓ TRC starts at facility

| | April | May | June | July | Aug | Sept | Oct |
|-------------------------|-------|--------|--------|-------|-------|-------|-------|
| Monthly Progress | 67.2% | 81.8% | 74.9% | 89.6% | 91.7% | 96.5% | 98.3% |
| Arrive to Reconcile | 77.0% | 82.7% | 50.0% | 84.5% | 96.3% | 96.5% | 99.0% |
| Reconcile to Put Away | 98.0% | 93.4% | 90.5% | 97.4% | 95.1% | 91.9% | 95.8% |
| Req. Ship to Actual | 40.0% | 51.1% | 59.0% | 77.0% | 97.4% | 99.4% | 99.2% |
| Cycle Count Accuracy | 53.8% | 100.0% | 100.0% | 99.6% | 99.9% | 98.4% | 99.4% |
| Overtime | 19.0% | 21.0% | 26.8% | 27.8% | 14.0% | 4.0% | 4.0% |
| Avg. FTE | * | * | 53 | 52 | 43 | 38 | 32 |
| Incident Log (Accident) | * | * | * | * | 0 | 0 | 0 |

