RADLEY CORPORATION

Peerless Boosts Productivity
Streamlining the Picking Process for Maximum Efficiency

Customer Summary

Peerless-AV is a leading designer, manufacturer and distributor of AV mounting solutions and accessories for electronic equipment providing products for professional and consumer markets. The company's products are used in a variety of settings including restaurants, stadiums, hospitals, retail stores and schools. Manufacturing operations are based in the U.S., with distribution centers in the U.S. and U.K. Peerless also partners with end installers.

AT A GLANCE

CUSTOMER SNAPSHOT

- **Electronic Equipment Distributor**
- **Fabricated Metal Product Manufacturing Industry**
- **AV Mounting Solutions & Accessories**

RADLEY PRODUCTS

- **ERP Integrated Data Collection**
- **Containerization**
- **Label Printing**
- **Task Management**

Challenges

While Peerless had made many operational improvements with the implementation of IFS APPLICATIONS, they were still looking for ways to automate and streamline processes within Finished Goods and Shipping.

- **Manual paper picking process** to fulfill 500-700 orders daily

- Inventory picking was inefficient with **workers making multiple passes** through the warehouse.
  - Orders were sorted manually and skids built individually for truck or shipping method.

- Workers needed to **constantly return to workstations** to close orders.

- There was **no validation** for parts with lot or serial number.

- Paper picking manifests and packing lists had no validation, leading to errors in shipments and delays in invoicing.
  - Workers sorting through multiple pages to check off completed items.
  - Manual data entry to close the orders, causing **delays in processing invoices**.

- Updating inventory data in IFS APPLICATIONS was a manual process, requiring significant time spent by managers.

- Time-consuming manual process for inventory cycle counts

Why Radley?

Peerless required a solution that would allow them to streamline order processing and shipping, while integrating with IFS Applications to automate order completion and invoicing. They knew simply automating IFS Applications process would not result in the level of efficiency they needed. *"Task Management was the ultimate tool that sold us on Radley,"* said Dan Zabinski, MIS Director at Peerless-AV. Radley's automated task management solution allowed them to consolidate workflows and interleave tasks to increase productivity in their warehouse.

Solution Highlights

Peerless decided on a phased implementation, starting with integrated barcode Data Collection and Task Management, choosing to incorporate other Radley solutions at a later date. For the first stage of the Radley implementation, Peerless wanted to focus on Finished Goods & Shipping. To streamline their order picking process and address the inefficiencies in their workflow, Radley suggested its Task Management solution combined with Data Collection and Containerization & Kitting. Inventory counts were made more efficient using the Count-Per-Count Report transaction from the mobile devices, replacing manual paper counts. Pick lists were automatically generated from the Create Pick List transaction, eliminating workers' time spent reviewing paper lists. Customer Orders are automatically closed with the Finalize Shipment transaction saving manual data entry and accelerating invoicing.

- Order Picking:
    - Streamlined order picking, counting, and stocking.
    - Workers pick multiple orders at once as Radley directs them through the warehouse.
    - Picking tasks automatically generated based on IFS Applications logic and daily details entered by supervisors.
    - Automated picking and pallet manifests significantly sped up the invoicing process, saving nearly 2 hours per shift.
- Labeling:
    - Barcodes are cross referenced with UPC and part numbers.
    - Real-time validation on lot and serial data.
    - Custom labels are produced using the Radley solution integrated with Bartender label design software.
- Data Collection:
    - Improved inventory control and order accuracy.
    - IFS Applications is updated real-time and orders are closed without manual data entry.
    - Streamlined stock movements, cycle counting and physical inventory.
- Shipping:
    - Workers automatically receive customer order assignments to their mobile devices.
    - Picked product is validated against the order, decreasing incidents of incorrect product being shipped.
    - Special instructions are included in the packing list ensuring accurate delivery, increasing customer satisfaction.
    - The shipping manifest is printed as order picking is completed.

AT A GLANCE

PROJECT SNAPSHOT

- **Operational Analysis**
- **Project Management**
- **Software Configuration**
- **Intermec Mobile Computers & Printers**
- **Label Configuration**
- **On-Site Training**
- **Technical Support**

BENEFITS

- **Consolidated Inventory Picking**
- **Eliminated Handwritten Labels**
- **Streamlined Cycle and Physical Inventory Counting**
- **Automated Pick Lists**
- **Online Queries, Downloads & Label Prints**
- **Automated email alerts of inventory errors, statuses, etc.**
- **Visibility to when tasks are completed, and by whom**
- **Increased Customer Satisfaction**

Results

The implementation of Radley's software solutions helped to eliminate nearly all of the manual data entry for the picking and processing of orders and saved hours of wasted time. The largest impact is seen in the order picking process with the implementation of Task Management to automate assignments and direct users more efficiently. Real-time visibility was gained into inventory, including serial numbers and lots. Part and material movement is streamlined using scanning hardware. Workers adapted to the change in process, and now have more flexibility to work away from their desk, working on more productive tasks. Staff retention increased and temporary workers are easily on-boarded using the software. Peerless continues to value Radley's flexibility and creativity. Unlike other software vendors, Radley is open to developing new solutions based on customers' needs and is eager to create new ways to address issues specific to their processes.

Call a Product Specialist
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