

# ERROR RATE HALVED AND PRODUCTIVITY BOOSTED THANKS TO THOROUGH ANALYSIS

## MULTI-MOMENT ANALYSIS 2016/2017



2016

REDUCED TRANSIT TIME / INCREASED PRODUCTIVITY



2017

**TASK** The medium-sized enterprise EGV in Unna specialises in communal catering for the healthcare and social services sector, educational facilities, corporate catering facilities and the regional and national hotel sector. The company's goal is to provide these different groups with highly efficient, high-quality, precisely timed food deliveries.

**CHALLENGE** Supplying precisely timed food orders to a range of different clients on a daily basis, with a constantly expanding portfolio (from hygiene products to refrigerated and frozen products), and a process chain extending from vehicle loading to delivery at the on-site warehouse.

**SOLUTION** Multi-moment analysis across the entire central warehouse and heat map analysis to determine pivotal movements. This allowed all processes to be categorised and error sources, as well as unnecessarily time-consuming, unproductive workflows, to be identified. Careful analysis helped pinpoint the potential for optimisation.

**BENEFITS OF THE SYSTEM SOLUTION** Various insights were gained. The installation of new, local printers removed the need for time-consuming journeys to the central printer to print out orders. An automated stretch machine made for more efficient film wrapping. Vehicles with a lift ensured quick, ergonomic order picking on multiple levels, reducing waiting times. It was established that the same volume of work could be achieved in the same amount of time with fewer people.



**Client:** EGV AG, Unna

**Employees:** 385

**System solution:**

Conventional food warehouse with 3 temperature zones (dry storage +10 °C, refrigerated storage +7 °C and frozen storage -20 °C)

**Product:** Foods

**Area:** 18.000 m<sup>2</sup>

**Capacity:** 8,548 order picking bays, picking zones on platforms

**Scope of supply:** Planning (process analysis)

**Stock movements:** 17,500 picks per day