

The project.

Disley Tissue Ltd is a UK based manufacturer of quality paper tissue, it wanted to increase accuracy, and decrease processing time in its sales order and despatching process.

They currently use System21 ERP system for distribution and financials, and a bespoke production system.

Each Reel is Batch Controlled within System21 Inventory – after it has been created by the production system, but many manual tasks led to inaccuracy and time wasting.

A process review, performed by I.T.Impact, identified a number of system and departmental improvements, which formed the scope of the project. A decision was made to implement the I.T.Impact System21 Location System and Order Control panel modules, with RF HHT capability. This also

Benefits.

- Real time stock control - can track where each reel is or has gone - all transactions date and time stamped.
- Stock counts now take 10-15 minutes daily, instead of 2-3 hours once a week.
- Improved order and load management control.
- Offsite stock – process now tracks each reel in and out.
- Improved picking accuracy – picker directed to correct locations, and all stock scanned and verified.
- Orders consolidated into Loads, with “planned shipment date”.
- Automatic Despatch process – previously manual and prone to errors.
- Improved invoicing accuracy – less credit notes and manual investigations.
- Improvements in production process – less “phantom” reels produced.
- Increased “ownership” of stock by the warehouse team.
- Improved co-operation and communication between departments.

The warehouse manager has increased visibility of everything that is happening in his local and offsite warehouses – including the production system. Previously issue resolution was manual and took hours to investigate paperwork and complete. Now, with the added data he has at his fingertips – he can resolve issues quickly and accurately – knowing exactly who did what, when.

The solution.

A “TO BE” process was designed, discussed, agreed, and implemented.

Reels are manufactured on a 24x7x365 basis, and stacked in the warehouse by production staff. Each reel has a unique weight, which is used to invoice the Customer. All reels have a unique barcode label, which are read by Intermec scanners, we used long range scanners as the stacked reels are very high. This allows the warehouse staff (covering 11 hours a day 5 days a week) to perform a combined stockcount and putaway process quickly, so that any issues in production can be resolved as soon as possible. It has also allowed the reels to be placed in Lanes – so they can be found easily.

The reels of tissue, between 1 and 3 tonnes in weight, need the minimum amount of movement, to prevent damage. To achieve this, the picking process was designed to use LIFO, which determines which reels need to be picked first. Logically, these will be the first accessible reels in each lane, reducing the need for unnecessary moves. Each reel and item is now checked against the system, to ensure that the correct stock is shipped.

Orders for different Items, and different numbers of reels are now entered onto the system, in a more controlled manner, with a "load" created for each shipment to each Customer. A load may consist of 7 to 14 reels (depending upon the Item weight) and multiple orders - one order per Item to be shipped. At picking, the weights are now automatically collected by scanning the unique reel number - the data is then used to confirm the total weight despatched and an accurate invoice produced, reducing the number of complaints and credit notes produced. The tasks that the warehouse operators now perform are simple - with all of the complexity being removed, using a combination of scanners, and the Order Control panel - they pick and despatch quickly with little or no errors.

Increased data accuracy and tracking now means there is a full tracking history of each reel, from production to shipping.



Reels stacked in Lanes, and counted/putaway as soon as warehouse staff "on shift".



Reel label is scanned by "picker" as exit the warehouse - to ensure that reel picked is reel loaded.