

## CASE STUDY: MULTI-LEVEL PICKING SYSTEM

Owens & Minor

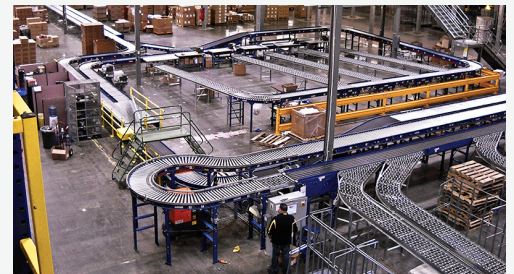
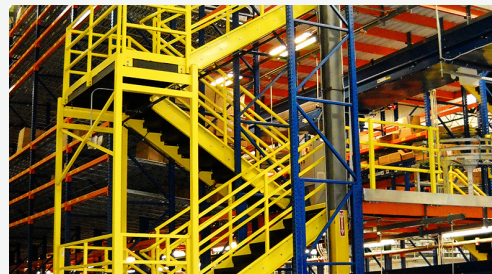
### The Challenge

Owens & Minor's fulfillment process was slowed by expansive, labor-intensive layout of its facility and storage structure, requiring excessive manual handling and processing of products and excessive travel time by staff across the facility. Management's ability to positively affect overall customer satisfaction was diminished because of late deliveries and order accuracy issues caused by the inefficient fulfillment processes.



### The Solution

PeakLogix designed and installed a custom 3-level picking system using an automated conveyor, pick divert technology and label sorting capabilities. This system was designed to direct the fulfillment orders to teammates based on their assignment within the facility (location, department), reducing excessive travel, improving picking accuracy and increasing overall efficiency.



### The Results

Owens & Minor saw an **increase in customer satisfaction** based on an overall improvement and consistency in services, **a decrease in employee turnover and an improved employee morale, while improving safety and increasing savings** in operational expenses.

#### PROJECT SPECS:

Reconfigure existing distribution facility with the least amount of impact to customer satisfaction. Install a new 3-level, 250' long Pick Module with over 4,000 pick locations. Smart conveyor system diverts totes to multiple pick zones, including a mezzanine and Quality Control area and then to sortation where a 12-lane narrow belt sorter diverts totes and cases to outbound destinations.