

Solutions Study



Solution: Quality Assurance (OS&D)

Situation

Aspen had a customer initiative to take OS&D (over, short, and damaged to customers) to 3% and below across their network.



Strategy

Aspen put together an action plan that reviewed our results on OS&D at a variety of levels:

- Reviewed root cause of all customer issues by creating reports on Pickers, Checkers, Loaders, Carriers, and Consignees. We looked for consistent trends of issues whether that was on the warehouse floor, on the truck or if a particular consignee always had order issues.
- We also reviewed trends on products to see if we were having issues on the same SKUs, if those SKUs were being mixed up with other similar SKUs, etc.
- Created the TOP 10 List within the facility that showed the top 10 associates who had the most errors. (was not a list you wanted to be on!)
- Communicated weekly with Associates to order results and cycle count issues.
- Called those customers who expressed order discrepancies each week to determine the issues and provide them additional input on which pallet the product was that they were missing.
- Consistently communicated with Associates base to reinforce expectations and best practices.
- Created tracking system that allowed analysis and tracking to occur. This system was integrated with the WMS to provide detailed information on every discrepancy.
- Implemented a CONTENTS PALLET LABEL that provides details of what was on each pallet

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Results

Due to our extensive analysis and work in this area, Aspen became the leader in OS&D within our customer's network. Our results were significant and we provided a best in class service to our customer. The result gave our customer less than 2% OS&D within our regions which was the lowest they've ever had.



Aspen is a top 100 third party logistics firm who has been in business for over 30 years and operates approximately 3 million square feet of modern refrigerated and ambient warehouse facilities along with their own fleet of trucks. Aspen specializes in a variety of value-added services, including co-packing, pick pack, just-in-time inventory management and time sensitive custom deliveries. Aspen is a specialist in the retail and healthcare supply chain and understanding the details involved with shipping to major retailers and grocery chains.

ASPEN

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WAREHOUSING

TRANSPORTATION

VALUE ADDED

TECHNOLOGY

