

## CASE STUDIES

# Distribution Process Improvements

### Situation:

The world's leading supplier of automotive interiors and one of *Fortune Magazine's* "Most Admired Companies in 2003" desires to make the following improvements to its largest distribution facility:

- Identify material and process flow opportunities
- Streamline operations and eliminate bottlenecks
- Maximize productivity through development of Best Practices

The company also set a strategic priority to strengthen ties to its customers, Automotive OEMs, through reliability in product availability and delivery.

### Solertis Response:

- Conducted intensive studies of thirteen separate operations within the distribution center
- Interviewed management and associates representing all functional areas
- Developed detailed Process Maps for each operation
- Identified Issue and Gaps for each operation
- Formulated recommendations for:
  - improvement within the constraints of current systems
  - World Class operations facilitated by systems upgrades
- Identified new metrics to support the recommendations

### Results:

Solertis presented tactical recommendations to improve processes and flows ensuring maximum productivity as well as customer satisfaction. Solertis projected the recommendations would yield labor savings of **\$500,000** annually while ensuring higher levels of reliability for customers.