

At a Glance

- **Industry:** Food and Drink
- **Application:** Warehouse Health Check
- **Results:** Identification of various issues and production improvements



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LOGISTICS CONSULTANCY LTD
POWER TO HELP™

Case Study



Warehouse Health Check

Cotswold Fayre, based in picturesque Henley-upon-Thames, is a gourmet food supplier, with ten years of history, supplying a selection of handmade goods to over 1,200 fine food retailers, farm shops and delicatessens. Customers are spoilt for choice with over 1,500 product lines, sourced from the UK and as far as New Zealand and South Africa. All of which are sourced from specialist producers such as small family businesses and cottage industries. The vast majority of these gourmet products are entirely free of preservatives, additives or artificial flavouring. Discover more about Cotswold Fayre at www.cotswold-fayre.co.uk.

OPS Logistics Consultancy Ltd was commissioned to conduct a Warehouse Health Check on the operational processes being used, using a logistics audit to assess each process. The logistics audit consists of various tools including a critical path analysis, system analysis and ratio analysis, which clearly evaluates process flows and identifies risks to the operation.

The resulting Health Check has identified:

- **Order consolidation**
Orders are taken with a customer-focused ethos, allowing top-up orders through the day. This drives individual order picking, with no consolidation.
Action: Recommended a system of consolidation, reducing the individual picks and going over to a batch system for picking the majority of orders.
- **Layout and packing area congestion**
Observations clearly identified the pick/pack area was very congested with limited space for pickers to operate and the flow of completed consignments, with staff movements being excessive to access the required materials.
Action: Recommended new layout and picking methodology, to include zonal picking and zig-zag picking matrix reducing picking route by 45% opening up the picking for temporary staff as well as trained pickers.
- **Warehouse IT infrastructure**
The IT system has limited functionality all being front-ended, combined with no warehouse management system.
Action: Recommended further integration of the Mamut system and a WMS (stock management, voice-picking and guidance mapping), re-enforced with detailed training.

Paul Hargreaves, Cotswold Fayre, Managing Director was pleased with the outcome of the logistics audit, stating: *"This audit showed us several things we hadn't thought about before, being so close to the operation, and that it was a pleasure to have a professional reviewing our business operations. We now have a clearer picture of what we need to do in order to meet our future aspirations."*