



OPS
LOGISTICS CONSULTANCY LTD
POWER TO HELP™

At a Glance

- **Industry:** Food and Drink
- **Application:** Supply Chain & Logistics Review
- **Results:** Identification of various issues and process improvements

Case Study



Supply Chain & Logistics Strategy Review

Based at their historic Griffin Brewery in Chiswick, Fuller, Smith & Turner (Fuller's) has been brewing quality beers and running excellent pubs since 1845. A publicly listed company but still run on family values, Fuller's produces well known brands such as London Pride, ESB, Chiswick, Golden Pride, plus many more. Quality is paramount in all that they do, whether it is brewing, distribution or serving the customer. Discover more about Fuller's at www.fullers.co.uk.

OPS Logistics Consultancy Ltd was commissioned to conduct a full Supply Chain & Logistics Strategy review, including inbound transport, warehousing, pick/pack and UK and Export outbound distribution. The review consisted of a range of tools and techniques, including process and pipeline mapping, critical path analysis, system analysis and ratio analysis, which clearly evaluated quantities, process flows, interfaces and identified risks to the operation.

The resulting review identified and improved:

- **Pipeline Clarity and Supply**
Fuller's utilise both in-house and 3rd party logistics supply, but had not reviewed either their operational process needs or their service needs for some time. This led to a potential lack of clarity of supply, unnecessary outsourcing, double handling and ultimately increased costs.
Action: Defined clear requirements and conducted a comprehensive outsourcing tender process, identifying best-fit suppliers.
- **Logistics Structure**
Observations clearly identified a fragmented logistics structure with various overlapping responsibilities being managed by different departments. This resulted in duplication of effort, cost and inconsistency of approach.
Action: Developed a proposed logistics structure, which would synchronise operations, lower costs and improve efficiencies.
- **Warehouse IT Infrastructure**
The IT system has limited functionality all being front-ended, combined with no warehouse management system.
Action: Provided an outline analysis of the marketplace and options available, together with a detailed action plan to deliver a range of benefits to the business.

Duncan Munro, Fullers Smith & Turner, Operations Director was pleased with both OPS Way of Working and the outcome of the Supply Chain & Logistics review, stating: "I have been impressed with OPS at every stage of the project. Progress is guided by the pre-agreed milestones and frequent discussions with the consultants during the project timeline. Their diverse commercial experience means an operator's perspective is brought to issue resolution. I would certainly consider OPS for future supply chain consultancy work."