

# Case Study



## PickRight Improves Picking Accuracy at **LYONS Specialty Company**

### Challenge

Louisiana based Lyons Specialty Company needed to decrease employee turnover and apathy in its work force. With the distributor's manual picking process and high employee turnover, picking errors and mis-delivered packages were a constant problem.

"Our employees were picking in a manual setting, working off of paper pick tickets," said Charles Schimmel, Lyons Specialty's Vice President and General Manager. "With this process, manually tracking errors was our only option. At one point, we actually implemented penalties to discourage picking errors." The company was in real need of a new system that could improve its pick accuracy and employee morale.



***"Picking rates have increased by 20 percent and our picking accuracy is almost perfect"***

### Solution

Lyons Specialty had been using ProCat's Tax-Right and ShowRight programs with great success in its operation for many years. When ProCat asked Lyons to serve as a beta site for its newly developed PickRight program, Lyons did not hesitate. Because the companies already had a solid working relationship, they agreed that Lyons would be a perfect beta site to test and debug the newly developed PickRight program.

"By agreeing to serve as a test site, we were addressing a real concern and problem that we could not fix ourselves. We trusted ProCat because their other applications worked so well for us. We believed that they would develop an effective picking solution for our operation." Schimmel said.

Lyons Specialty had researched other automated picking programs in the past, but none provided a simple concept that insured accuracy at the point of picking like PickRight.

"Right away, we knew this was a cost-effective system that would be easy to implement," Schimmel said.

As a beta site, Lyons Specialty played a part in the design and functionality of PickRight. The company worked with ProCat for about six months learning about the programs features and options before moving the software into its warehouse. Shifting from development into a live environment was a huge step for ProCat.

Lyons' management team was pleasantly surprised at how quickly their employees embraced PickRight. "We initially wanted to integrate PickRight into the warehouse slowly, but when we saw how well the software worked and how quickly our employees tuned into the technology, we began implementing the system into our entire operation more aggressively," Schimmel said. PickRight was rolled out in the first department in March 2008 and was fully implemented in about 60 days.

To insure a simple and successful implementation, ProCat provided the picking equipment and a fully configured server that acted as the bridge between the Lyons computer system and PickRight. The PickRight price included the system installation and start up, along with the employee training. There were no hidden costs with the PickRight program. "We paid what we were quoted," says Schimmel. "They assisted us with the whole package, which made the entire implementation process smooth from beginning to end."

### PickRight Benefits

Following the implementation of PickRight, Lyons Specialty experienced a huge decrease in customer claims from picking errors. Because the PickRight process insured that every tote had the correct label on it, package delivery errors were also greatly diminished, reducing customer claims even further.

## *“Employee acceptance has been incredible and the learning curve is very short.”*

“Now, we can get the right product to the customer when they order it. Picking errors are a thing of the past. Most importantly, our credibility has increased with our customers. They don’t question whether our orders are accurate,” Schimmel said.

In addition, PickRight has not only increased their picking efficiency, but Lyons Specialty can precisely track picking standards, rather than using its former inaccurate manual process.

“Picking rates have increased by 20 percent and our picking accuracy is almost perfect,” says Schimmel.

Both new and long-time employees, regardless of their background and experience, have touted the ease of using PickRight.

“Employee acceptance has been incredible, and the learning curve is very short.

We can train our employees on the basics of PickRight in 20 minutes, which is much shorter than training on manual picking,” Schimmel said. “Our employees are much happier and they have made it clear that they don’t want to go back to the manual process.”

The PickRight program makes it easy for employees to do their job right the first time. “That is what ProCat is all about,” claims ProCat President, Dave Copestick. “We provide tools to help employees do their jobs accurately and efficiently. That is always a win for both the employee and the company,” says Copestick.

“In this business mistakes can be costly,” says Schimmel. “PickRight has completely addressed the quality and productivity issues that were rampant in our warehouse. I would recommend PickRight to any distribution company looking to improve the quality and efficiency of its operations.”



**HANDS FREE ORDER PICKING SYSTEM**