

Case Study Worksheet

Client: Compucom

Topic: Warehouse and Inventory Management

Situation

Our Client, a leading IT outsourcing specialist engaged Apple Express to improve its supply chain outcomes by providing a scalable warehousing solution throughout Canada. The solution required a competence in managing diverse, consistent work flows in forward logistics, inventory management, reverse logistics and warranty processing throughout the distribution network.

Challenges

Our client challenged Apple Express to design and implement a solution that complied with their goals of scalability, diversity of work, inventory accuracy and consistency in execution throughout the distribution network. In doing so, Apple Express needed to evaluate the current capabilities of our distribution network, identify investments in required areas and execute the implementation of our investments throughout the distribution network to achieve our client's goals.

Actions

To ensure our client's goals are achieved, Apple Express leveraged our experienced talent pool of logistics professionals throughout the organization. Their goal was simple. Develop and execute a disciplined operational business plan that will meet our client's goals. In doing so, Apple Express created a cross functional project plan to guide the sequence of implementation tasks to ensure success. The project plan incorporated all of the required elements to implement this diverse supply chain solution, including logistics plans, operating system enhancements, process and system training for all sites and operational metrics to ensure our client's goals are consistently met.

Results

The disciplined project planning, investment in technology and execution resulted in a successful implementation and continued operations. By ensuring consistent alignment to goals with our client, Apple Express has developed a supply chain solution that delivers consistent high quality results for our client. Apple Express consistently exceeds our client's high standards in inventory accuracy and service performance.

Key Performance Actions and Statistics:

- National inventory management for 50,000 parts
- National volume of 4,000 monthly inventory transactions
- National inventory accuracy of 99.87%
- Consistently exceeding the 4 hour transportation service levels of 95%

By leveraging our extensive distribution centre network, we have provided the required scalability of distribution space for our client, mitigating unnecessary cost and inconsistency in services.