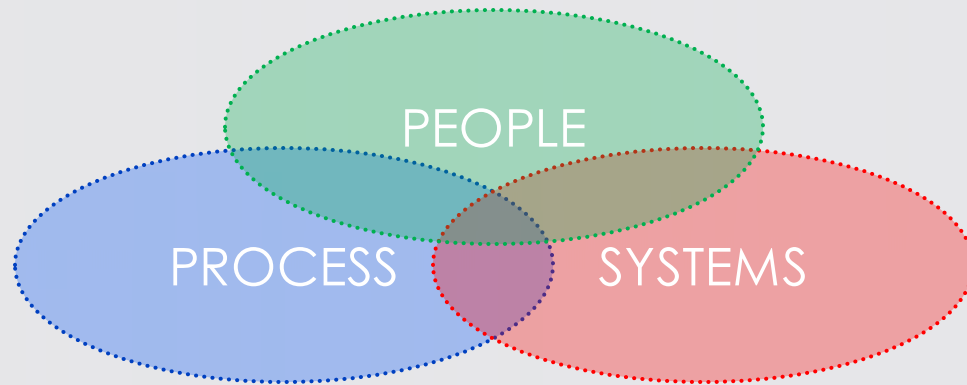


See how CONTINUUM helped a North American Laboratory Equipment Distributor properly assess their ERP and WMS and identify the actual opportunity for improvement



Project Data

Client: Premier North American Laboratory Equipment Supplier and Distributor

Location: Dallas, TX

Timeframe: 1 Month

Key Project Factors: The client had identified operational performance gaps they believed were being caused by the implementation of a new Enterprise Resource Planning & Warehouse Management System Software across their network. The project scope was focused on evaluating capabilities of the installed systems and was expanded to further evaluate process adherence and design once system components were properly vetted.

The Challenge

With the ongoing demand to continue servicing their growing customer base, the client was seeing negative impact to profitability driven by a significant increase in operating labor. As the impact occurred post-implementation of a new cloud-based ERP & WMS solution, it was initially suspected that the system capabilities were not supporting the needs of the business and that modifications to the software were needed to customize the solution to meet the client objectives. Without knowing how to properly diagnose the challenge, CONTINUUM was selected to assess the system capabilities and alignment with operating processes.

The Approach

CONTINUUM began by interviewing operational site leaders and Associates who interacted regularly with the systems in question. Once initial interrogatories were completed, a thorough system evaluation was performed to explore operational gaps and explore opportunities for improvement. As systems are only a component of operational success, with People and Process components playing critical roles in overall effectiveness; CONTINUUM expanded investigation into the processes utilized within the operations and the adherence to these standardized operating procedures by the Associates across the distribution network.

The Results

It was identified that, while there were additional opportunities to expand the system capabilities at a future date, the opportunity for improvement was truly focused in process standardization and adherence as system best practices were being bypassed by Associates either through lack of training or unresolved operational work-arounds that had developed during system implementation. Seven critical improvements were recommended and implemented as part of an immediate-need solution to create adherence to best practices, implement change control around processes and systems, simplify operational functionality and fully integrate people, process and system components with each other to support operational success.