

Polyflor Increases Distribution Accuracy To 99.95%



Polyflor Ltd is a thriving global producer of commercial floor coverings and the company manufactures vinyl flooring near Manchester. Polyflor's own transport fleet then distributes this to customers in the healthcare, education, retail and transportation sectors. Recognised as 'best in class', Polyflor's worldwide success can be attributed to its high quality, innovative flooring products.

Challenge

Polyflor has always been focused on customer satisfaction and outstanding service. To enhance performance, Polyflor wanted to perfect their delivery and warehouse processes by implementing an RF based warehouse data capture solution. In the past, Polyflor's distribution operation used a legacy AWACS warehouse management system, a DOS based system with a number of limitations. A lack of interoperability with the company's ERP system used throughout the business meant that large data synchronisations were necessary between the two systems on a daily basis. This lack of communication between AWACS and Movex/M3 resulted in the warehouse having to revert back to manual stock management at times. Ultimately, the existing system did not provide the stock visibility required to manage warehouse and delivery functions to the high standard required by Polyflor.

Journey

The overall requirement for Polyflor was to regulate the receipt, storage and despatch of goods from the warehouse. Stock visibility within Movex/M3 needed to be improved, pick to order data had to be recorded and first-class inventory needed to be established. By implementing a mobile eSmart Warehouse solution from BEC, Polyflor sought to achieve the linked objectives of superior customer service and better stock accuracy.

Solution

Polyflor became aware of BEC as a result of the company's impressive reputation for seamless data capture integration into ERP solutions. After a rigorous selection process taking into consideration BEC's solid track record of integration into Movex/M3 and their helpful and consultative approach, BEC was chosen to implement the mission critical mobile data capture solution.



"eSmart Warehouse has given us the ability to scan items at the point of despatch, with order accuracy improving close to 99.95%. This has reduced picking errors and prevented customers from receiving incorrect products or orders, which creates unnecessary cost to both ourselves and the client."

Andrew Turner

Distribution Manager at
Polyflor Ltd

This included hardware, data capture software and a wireless infrastructure.

The installed solution covered a number of key warehouse transactions including put-away, picking, stock moves and stock enquiries. All warehouse operators were equipped with Wi-Fi enabled hand-held terminals featuring an integrated barcode scanner. The client application on the terminals communicates to the host server in real-time over the implemented RF Network and warehouse operators can complete the full range of transactions available. This has made job allocation much more flexible, which would have been difficult to achieve with a manual process.

Implementation

As with each eSmart Warehouse installation, Polyflor has benefitted from seamless data capture, presenting operators with intuitive and easy to use screens. Any unnecessary keystrokes or the need to scroll through lists were removed, leaving the operator free to focus on the task in hand. Task specific transactions are stored within BEC's software removing the requirement to reintegrate data capture functionality each time the host system is upgraded or modified. BEC's solution works independently of the ERP host allowing high levels of flexibility and forward compatibility to new host releases.

Results

After implementing eSmart Warehouse, Polyflor has eliminated the need for data re-entry completely and improved order pick accuracy close to 99.95%. Since the system utilised barcode auto ID technology, duplication errors were also removed. Polyflor has attained real time visibility of product stock, increased warehouse efficiency and most importantly, they have reduced issues with regards to wrong delivery. All of this was achieved on time and within budget.

In summary: BEC's Added Value

- ▶ Seamless integration with existing Movex/M3 ERP solution
- ▶ Future proofed Polyflor's warehouse technology infrastructure
- ▶ Enabled significant customer service improvements
- ▶ Project completed on time and within budget.

