

Business case

Improving Operations Quality on the Transit Platform of a Food Brand Franchisor

PRACTICE

Supply Chain

SECTOR

Distribution

DURATION OF THE MISSION

4 months



Our client, a food brand franchisor, wants to improve its operations quality on the transit platform in Le Havre.

KEPLER offers to implement “Kaizen” projects based on the analysis of load inducers on the target platform.

Context

- Operation and supply through container of a hundred overseas franchise stores
- Port consolidation platform preparing and shipping 7,000 TEUs per year in 4 industries: fresh, frozen, PGC, bazaar
- An increase in activity resulting in operating costs and a sharp increase in the number of disputes
- A saturated logistics area hampering compliance with the cold chain during unloading and preparation operations

Objective(s)

Improving Responsiveness and Securing Availability

- Improving warehouse service to reduce disputes in stores

Our Approach

Distribution
Mission: 4 months

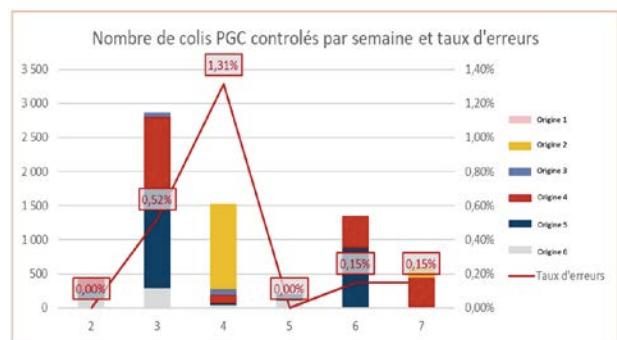
Methodology

Levers and Tools

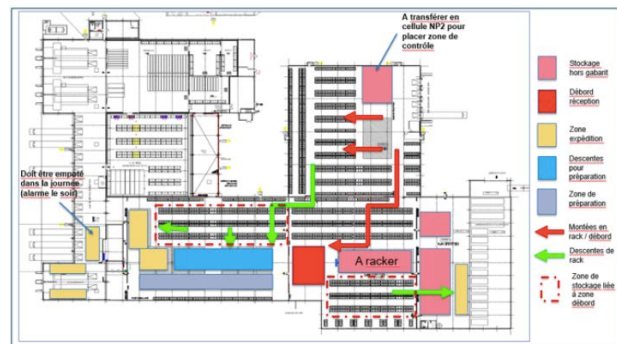
1 **Analyzing operations data** and identifying load inducers

- Time Range
- Standards per station
- Flows review

Monitoring and facilitating performance



Flows review



Standards per station



2 **Observing operating procedures on the platform** (reception, preparation, loading)

3 **VSM workshops to align with shortcomings** and co-build the target per sector

4 **Implementing a tool** load/capacity match

5 **Organization of Kaizen workshops:** control, productivity and facilitating performance

-71% Disputes

-24% Process time
per container

“As in many organizations with few processes implemented, a business volume increase first boosts the number of shortcomings (preparation errors, delays, etc.). We worked again with the teams to determine Lean standards and we provided them with support on a daily basis, by analyzing and addressing any gap. By restoring comfort and providing benchmark, the overall quality of the warehouse service quickly recovered and the additional costs associated with overtime were significantly reduced.”

Lysiane Bessonnet

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