

## INEFFICIENT PICKING PROCESS

Warehouses play a critical role in eCommerce success, acting as hubs for efficient inventory control and fulfilment strategies. Effective eCommerce warehousing is crucial for meeting customer expectations and contributing to overall business success.

A key component of warehouse operation is the picking process, which, when optimised, can significantly improve operational efficiency. In this case study, we explore how we optimised our picking process and the significant outcomes it produced.

## CHALLENGES

- **Slow manual picking processes**
- **High error rate leading to incorrect shipments**
- **Customer dissatisfaction due to delayed orders**
- **Increased operational costs due to inefficiencies**
- **Bottlenecks in the picking process**

## SOLUTIONS

We automated the picking process with a system that optimises shelf placement and assembly processes. The key features of this system include:

### AUTOMATED PICKING ROUTES

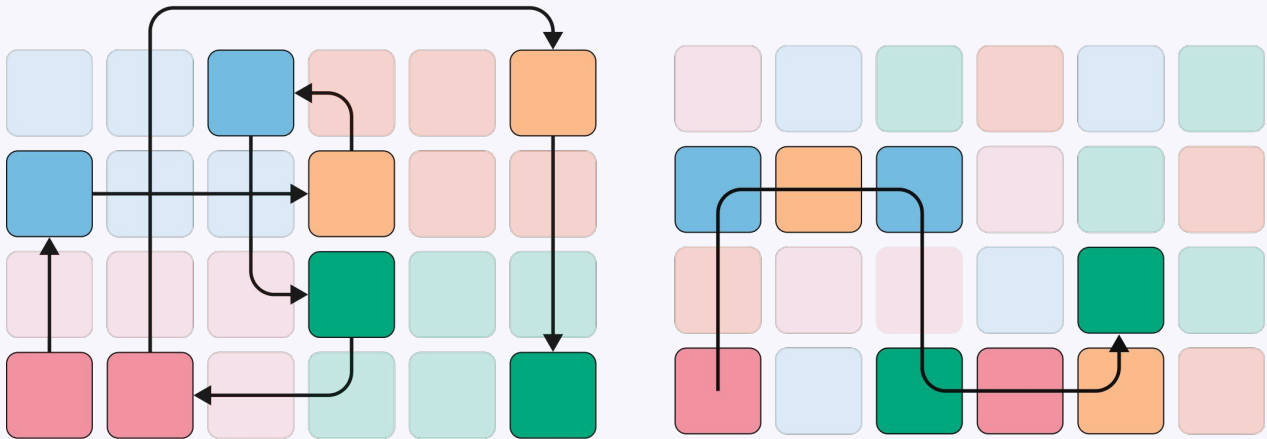
The system selects the best route for each order, ensuring the shortest possible path. It's important to group goods by business importance, rather than by category.



Let's imagine we need to pick this picking order

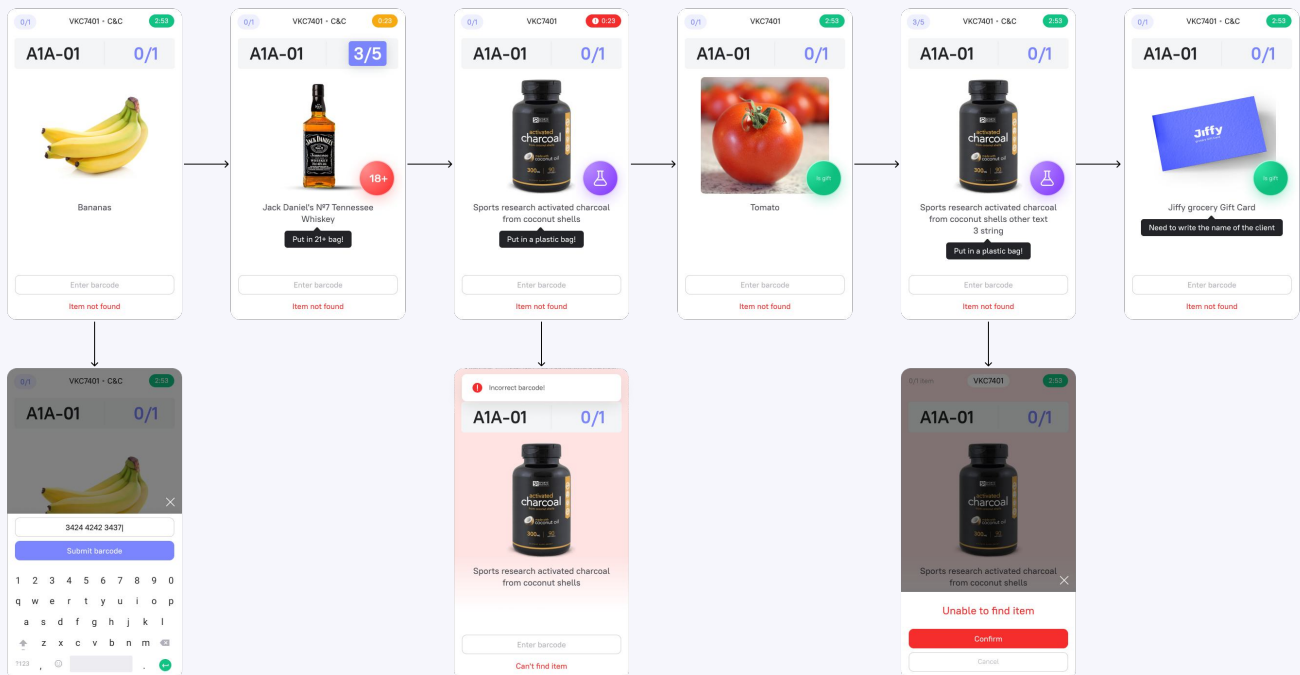


Picking routes



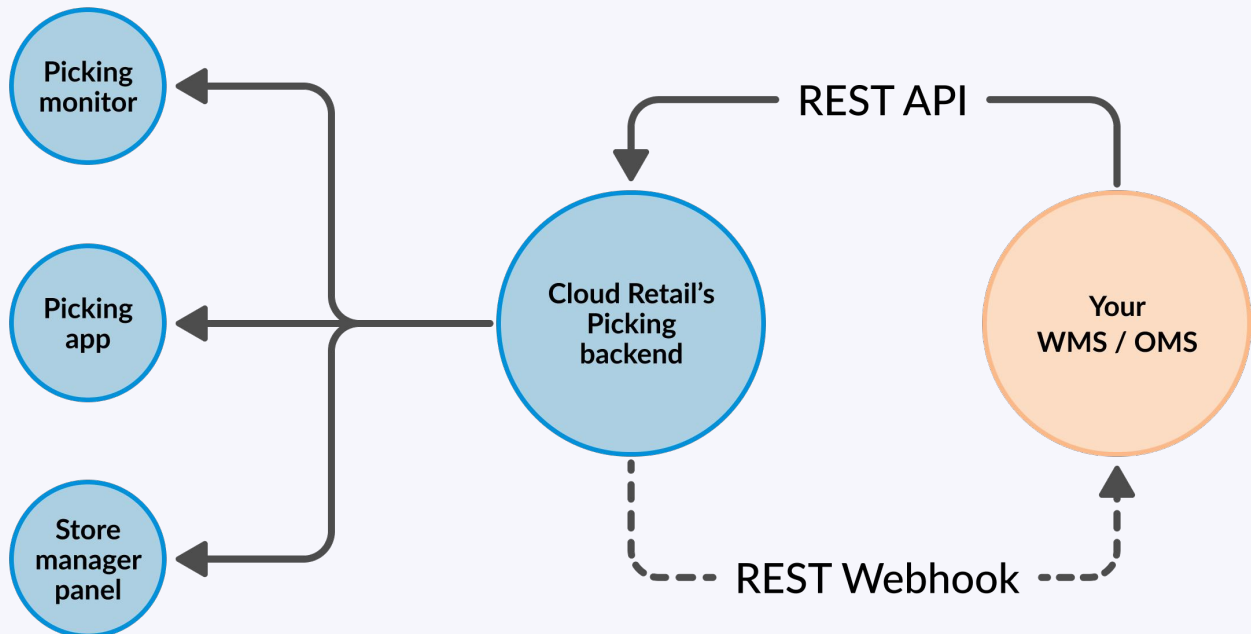
## MISTAKE-PROOF INTERFACE

A picker-friendly UX with easy guidelines based on special product categories and a 2-stage real-time stock management system to ensure correct item delivery.



## INTEGRATION WITH EXISTING SYSTEMS

Uses a simple set of REST APIs to create orders, get picking status updates, and cancel picking orders, seamlessly integrating with existing WMS.



## SALES-DRIVEN SHELF PLACEMENT

Utilises sales analytics to determine optimal shelf placement, ensuring high-demand items are easily accessible and reducing restocking time.

### RESULTS

- **70% reduction** in picking routes, enhancing operational efficiency
- **7 seconds** per item picking speed
- **99.99%** picking accuracy rate
- **Reduction** in the need for full-time employees per warehouse
- **Improved** onboarding process, allowing new or temporary staff to start working immediately with minimal training



## ADDITIONAL BENEFITS

- **Picker Monitoring:** The Picking Admin Panel allows for easy monitoring of pickers' performance and control over order statuses.
- **Improved Customer Satisfaction:** Faster and more accurate order fulfilment enhances customer service and reduces the risk of shipping expired goods.
- **Automated decision-making:** It provides warehouse staff with a predefined sequence of actions for each product. This eliminates the need for them to think and solve complex tasks, ensuring a streamlined and efficient process.

By implementing this automated picking system, we significantly improved our operational efficiency and maintained a high level of accuracy and customer satisfaction. The detailed integration with existing systems and the user-friendly interface ensure that the solution is scalable and adaptable to different warehouse environments.

