AUTOMOTIVE INDUSTRY CASE STUDY

Brake Parts, Inc. Accelerates Order Throughput and Gains 100% Accuracy with Logistyx Shipping Solution

Brake Parts Inc. manufactures braking systems for the automotive industry and markets its products through a network of auto parts distributors and retailers, and online retailers in the United States and Canada. Its customers include both original equipment manufacturers and aftermarket retailers. In addition to selling through multiple channels, Brake Parts also operates a dedicated fulfillment operation exclusively for a large U.S. automaker.

SHIPPING ENVIRONMENT

Brake Parts runs more than 750,000 square feet of operations facilities in McHenry and Naperville, IL and also operates facilities in Hazleton, PA and Patterson, CA. One facility in particular is 100% dedicated to supporting a large U.S. automaker. All aspects of its operations are configured to adhere to this customer's specific fulfillment requirements, which amount to thousands of orders a day, seven days a week, 12 hours a day.

As Marty Kopier, the Director of Warehousing confirmed, winning and retaining these large clients takes close attention to detail and flexible technology that can evolve with the customer's changing needs.

CHALLENGE

The company's initial challenge, according to Kopier, was to find a flexible multi-carrier system that would handle the customer's small parcel, regional and other carriers. Shipments may be routed via small parcel, LTL and truckload, with carrier routing specified by the customer.

"Initially, we were using 4 or 5 carrier-provided systems to process small parcel shipments," said Kopier, "It was cumbersome and it just didn't make any sense to have all that equipment on a packing station, especially when we're managing high volumes."

Order Accuracy Crucial to Success

Additionally, Brake Parts is contractually required to maintain high levels of accuracy on every order packed, right down to the line item detail on the order. "As these metrics have continually become more rigorous, we needed a way to guarantee that we would meet their goals," he said. "The customer's new metrics were set at a goal of .52 lines per thousand line items shipped. We have always been pretty good at what we do, but getting it to that level and below became tough."

The stakes are very high for manufacturers like Brake Parts, who must meet very specific standards to retain their large customers.

SOLUTION

After reviewing their options, the company chose the Logistyx multi-carrier shipping and order pack fulfillment software solution integrated with Zebra mobile computers and print technology to automate their workflow. Now, packers handle all the work to pack, close and ship orders from the pack station. Carrier routing instructions are automatically applied by the Logistyx solution, and all necessary shipping documents and labels are produced by the packer, including a carton content label that is used to verify order accuracy.

"This works very well to provide verification of actual contents shipped," said Kopier. "The Logistyx order pack fulfillment solution prints out a carton content label that we keep as a backup, so when the customer questions what is there, we can verify what was shipped in the carton."

In addition to gaining a faster, easier verification method, Brake Parts has greatly streamlined its workflow while exceeding its customer's accuracy expectations. "We're now below the .52 per thousand goal," Kopier said. "Our staff is more than able to keep up with throughput, thanks to the efficiencies gained by adding integrated barcode scanning and printing at each pack station."

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The Logistyx order fulfillment solution as an Auditing Tool

As the next step, Kopier has deployed the Logistyx order fulfillment solution as an audit tool on the shipping dock. "On the parcel line, the Logistyx order fulfillment solution system has brought our error rate down to zero," he said.

"We are now adding the Logistyx order fulfillment solution as a mobile solution on our pallet picking trucks."

Building on this success, Kopier is now applying the order fulfillment solution to other aspects of its shipping operations. "Small parcel shipments make up 45% of our total volume. The remaining 55% is being routed as LTL and truckload shipments," said Kopier. "We are now adding the Logistyx order fulfillment solution as a mobile solution onto our pallet picking trucks." Kopier expects it to make it much easier to ensure order accuracy on these larger shipments.

BENEFITS

Achieved 100% order packing accuracy with the Logistyx order fulfillment solution

Met and exceeded customers' order verification requirements

Optimized efficiencies with integrated pack/ship stations

Eliminated manual labor with scan/verify/print solution

ABOUT LOGISTYX TECHNOLOGIES

Logistyx Technologies offers flexible multi-carrier shipping software solutions that help companies reduce order-to-delivery costs while boosting efficiency and choice. For more information, visit www.logistyx.com.

Contact Logistyx to streamline your shipping operations.

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