

Benefits of SaaS Based Voice and Analytics Solutions

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Presented by:

Carol Tienken



THE GREATER BOSTON FOOD BANK



Agenda

- GBFB History
- Food Bank Operations
- Business Objectives
- Problem Statement and Actions
- Outcomes (so far)
- Lessons Learned (so far)
- Questions



The Greater Boston Food Bank

- Largest Food Bank in New England
 - Feeding America member
- Founded in 1981
 - \$85 million charitable food organization
 - Serves 9 counties of E. Massachusetts
 - 190 Cities and Towns
 - Distributed 54 million pounds of food in FY15 (equivalent of 45 million meals)
 - Purchases half of inventory; other half is “donated”
 - Food industry
 - Federal Government



The Greater Boston Food Bank

- 92% of all funds raised go to hunger relief
 - Charity Navigator Four Star
- 34,600 financial donors
- 26,000 volunteers; 65,000 volunteer hours
- More than 500 pantries, soup kitchens and shelters
- Direct Distribution programs include: Brown Bags (elders); School based pantries; mobile markets; direct delivery and cross docking



Food Bank Operations

- 117,000 SF facility; 85,000 SF warehouse
- One extended shift 5 a.m. to 4:30 p.m. Customer hours: 7:20 a.m. to 3:20 p.m.
- Almost 6000 pallet positions; 880 pick slots
 - 4400 pp ambient
 - 160 pp 55 degree cooler
 - 375 pp 35 degree cooler
 - 675 pp 0 degree freezer
- 23 Warehouse Associates; 6 supervisors/managers
 - 2 ship, 2 replen, 3 receive, 15 pick (8+7), 1 cycle counter
- 8 CDL drivers; 1 supervisor, 1 manager



Food Bank Operations

- Average inbound
 - 10 TL total / day or 95 TL – 5 day, 3TL total on Saturday;
220,000 lbs / day or 4.8 mm lbs / month
- Average outbound
 - 200,000 lbs / day 4.5mm lbs / month; 9,000 cases (out) /
day; 60 agencies . Average case / month – 175,000
- Inventory turns
 - 18 /year; Dry 10 / year; 55 degree – 62/ year; 35 degree –
54/ year; 0 degree – 15/ year
- Average Cycle Count accuracy: 98%



Food Bank Operations

- 500 member agencies ... pick, stage and ship
 - On-line shopping
 - Cart open for five days
 - Pick-up or delivery
 - Impacts pick order
 - 4 zones of product choices
 - Average capacity: 57% Dry, 40% 55 degree, 46% 35 degree, 63.5% freezer
 - Small “marketplace” for short coded items



Food Bank Operation

- Five sources of food acquisition
 - Donated
 - Homogeneous pallets
 - Retail “gleaned” product
 - Federal and State Commodities
 - Federal is “donated”
 - State is purchased
 - Purchased
- Sources may cause duplication
- FEFO Inventory (First Expired, First Out)



Food Bank Operation

- Food Bank Systems
 - ERP System
 - Warehouse Management System
 - Both systems operate on local servers
 - CRM System (cloud based)



Business Objectives

- Feed Hungry People Good Food!
 - Quality and availability of product
 - Distribution network
- Serve Retail/ Wholesale and Manufacturing Partners
 - Short coded product
 - Excess inventory
 - Massachusetts Organic Waste requirements: 2,000 lbs. / week max



Business Objectives

- Operate a Highly Efficient Food Distribution Center (mirror industry)
 - High inventory turns
 - Accurate inventory (98%+)
 - Daily blind cycle counts
 - Minimal waste
 - High order and line fill rates
 - Low cost per pound distributed
 - Nutrition Rating 82%



Problem Statement

- How to use technology to improve productivity and accuracy of inventory movement in Warehouse.
 - Improve space utilization
 - Reduce cost per pound
 - Increase number of accurate tasks per warehouse picker



Problem Statement Actions

- Implement voice pick with expected deliverables:
 - Hands free picking / safety
 - Improved pieces picked per hour
 - Improved accuracy of pieces picked
 - Improved pick path / less congestion (1-way)
 - Ability to be easily transitioned to a new system within two years (2017)
 - Improve ease of training (temporary/seasonal staff)
 - Overall reduction of administrative tasks
 - Equipment safety checks



Initial Outcomes

- Positives:
 - Planning required relabeling warehouse
 - 10% productivity improvement (cases picked)
 - Improved safety resulting from equipment checks and relabeling, hands-free
 - Realized reduction of administrative tasks
 - “Green” (less paper)
 - “Messaging” a big plus
 - “Cases remaining” “ function
 - No more “cherry picking” orders
 - Opportunity to observe team leadership skills



Initial Outcomes

- Areas of Opportunity
 - Challenge of picking / scheduling of cooler items
 - GBFB process of JIT and batch integration between VMS and WMS
 - “Live” Communication with WMS



Lessons Learned

- Complexity of integration
 - synchronization between ERP, WMS, and VMS
- Communication with full project team
- System capabilities and content
- Testing, testing, testing...
- Comprehensive testing plan and test system





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For More Information:

Speaker email: ctienken@gbfb.org

website: www.voxware.com

Or visit MODEX 2015 Booth 2721

