Beyond Picking – The Cascading Benefits of Voice

Presented by:
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KaVo Kerr
KaVo Kerr is a cohesive organization comprised of two global leaders, united to provide dental excellence and serve as a single premier partner for the dental community.
Who is KaVo Kerr?

**KaVo:**
For more than 100 years, KaVo has focused on innovation and quality in dental products and services.

- Imaging
- Treatment Units
- Instrumentation
- Laboratory Equipment
- Educational Aids

**Kerr:**
For over 125 years, Kerr has been serving the comprehensive needs of the entire dental care community.

- Kerr Restoratives
- Kerr Endodontics
- Kerr Prevention
What Makes KaVo Kerr Different?

Serving as a single premier partner for the dental community, KaVo Kerr has a rich history of innovations and acquisitions:

- 2\textsuperscript{ND} largest dental mfg/distribution group in world
- Over 475 years of experience
- More than 1,202 patents
- Serving millions of customers in more than 120 countries
- KaVo Kerr manufacturers and sells everything a dentist needs to be fully operational
- Operate 29 facilities globally 10 of which are distribution facilities
KaVo Kerr: Pomona, CA Warehouse

- Opened April, 2016 - The largest of our ten DCs globally
- Contains 5 Business Units under one roof:
  - Customer Care
  - Procurement
  - Quality Assurance
  - Light Manufacturing
  - Distribution & Supply Chain

- Customer base is a mix of both Direct to Doctor and Resellers

- ISO 13485:2003 certified facility

Ribbon cutting ceremony at Pomona DC
KaVo Kerr Challenge & Objectives

IMPROVE PROFITABILITY - Increase Revenue & Reduce Cost

➢ Achieve 50 lines per hour – 177% increase
➢ Improve accuracy to 99.95%
➢ Reduce order audits from 100% to 25%
➢ Reduce Cycle Count time by 50%
➢ Reduce headcount by 33%
➢ Reduce Training time by 50%
The Challenge of Pomona

KaVo Kerr requirements:
➢ Multiple workflows
➢ Each workflow needed voice and scanning enabled
➢ Dual language capabilities (English & Spanish)

The 4 standard workflows needed to be configured and implemented:

• Picking
• Put-Away
• Replenishment
• Cycle Counting
The Cascading Effect of Voice

The cascading effect of voice benefits grows in power and size as processes flow downstream (inbound to outbound)

When **Receiving** is right * **Put-Away** success

When **Put-Away** is right * **Picking** success

When **Picking** is right * **Packing & Loading** success

When **Packing/Loading** is right * **Customer** Success!

When **Cycle Counting** is right * high level of **inventory accuracy**
Implementing a voice and analytics solution in Pomona improves KaVo Kerr’s profitability by:

- Increasing accuracy with improved Put-Away and Cycle Counts. This means less costly errors and time-consuming mis-picks.
- Providing real-time data essential for delivering accurate orders on time to our customers and reducing audit time.
- Optimizing our workforce with reduced training time and need for additional headcount.
Key Results (Early Metrics)

Quality Control Improvement from 100% lines audited to 25% by July
Operational Results (Early Metrics)
Reduced costs and increased efficiency in the following areas:

**Shipping Headcount**
- Goal 22% reduction in headcount
  - Status: 50% complete

**Picking Headcount**
- Eliminate the need of part time workers at month/quarter end peak times
  - Status: 100% complete

**Scalability** as New Business units are brought on board
- Goal is a 48% reduction in headcount
  - Status: In progress

**Cycle Count**
- Goal to reduce cycle count execution time by 50%
  - Status: Planned

**Receiving Put-Away**
- Goal to complete within 24 hours
  - Status: Met and exceeded
Next Project

Pomona is the first facility to implement voice. Based on the results, voice technology is gaining significant interest from our other Dental locations and also from our sister companies.

- Implement 4 workflows into Romulus MI facility
For More Information:

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