

# ***Leaning Your DC Operations With Voice***

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**LUCAS**  
SYSTEMS, INC.

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# Agenda

- Lean Overview (with thanks to Dr. Joel Sutherland, Univ. of San Diego)
- About Do it Best
- Discussion: Leaning DC Operations with Voice at Do it Best

# Origins of Lean

- Lean originated as a concept from the Toyota Production System (TPS). TPS is a production system which is based on the philosophy of “the complete elimination of all waste.” The objective is to produce something as efficiently as possible.
- This concept, which originated in auto manufacturing and production, has taken many forms and is now applied around the world in almost every industry.

# Five Key Principles of Lean

Anything that doesn't add value is wasteful and should be eliminated

Use cross-organizational cooperation to optimize total system performance

Collect facts and data at the actual site of the work or problem

Strive for continuous and incremental process improvement

Foster respect between management, employees, and business partners

# 7 Deadly Supply Chain Wastes

1. Transportation/Conveyance
2. Errors
3. Delay/Waiting
4. Space
5. Overproduction
6. Inventory
7. Motion

# About Do it Best

- Hardware, Lumber, and Building Materials Cooperative
- \$2.5 Billion Annual Revenue
- 4,000 Member Locations in 50 States, 47 Countries
- 1,400 Employees
- 67,000 SKUs
- Founded in 1945 with HQ in Fort Wayne, IN



# Do it Best Distribution Network



# Why Change?

## Automate Our Order Filling

- Legacy WMS lite
- Labels and list tickets
- Single order picking / manual batch
- Need to increase accuracy and productivity



# Why Voice Pick?

- Scanning – Possible loss in productivity/ maintenance
- Pick to Light – High cost in high SKU environment
- Voice – Increased accuracy and productivity
  - Multi Modal – Lower TCO
  - Flexible in use
- Installed in 2007/2008

# Discussion: Leaning DC Operations With Voice

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