Step by Step
Guide to
Implementing
the Supply Chain
of the Future

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#### What does the Supply Chain of the Future Look Like?









### The Future According to the Experts

"The logistics industry is entering a new era. Over the next decade, disruptive forces, including technology and operational constraints, threaten to fundamentally change the rules of the game."



Rick Blasgen, Direct Connection - 2016 Special Issue of CSCMP's Supply Chain Quarterly



#### Let's Ask the Professors

Dadzie and Johnson, writing in the Journal of Business Logistics on future automation plans:

Majority (51% +) of executives surveyed where considering:

- High Speed Sortation
- Conveyors
- Picking Systems

Approximately 30% considering:

- Automated Storage and Retrieval
- Robotic Vehicles







#### Does this sound familiar?

"There has been a dramatic change in the overall business climate, including the rising cost of money and labor, fierce global competition, and rapid technological sophistication."

Dadzie, K.Q. and Johnston, W.J., Innovative Automation Technology in Corporate Warehousing Logistics. Journal of Business Logistics.

"The factors underlying logistics costs and trends are shifting, and the logistics industry is entering a new era . . ." – As Rick Blasgen's quote was rephrased in CSCMP Supply Chain Quartery





OK here is the full reference from JBL. . .

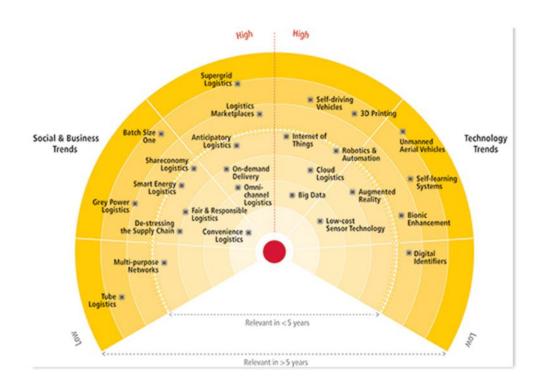
Dadzie, K. Q., Johnston, W., J., (1991) Innovative automation technology in corporate warehousing logistics. Journal of business logistics, vol: 12 No:1, 1991. PP: 63-82.

We have been talking about the new era of logistics for 25 years.





While well intentioned, industry thought leadership gives us an idea of what is out there, but not always how to use those technologies that are the, "Next Big Thing . . ."



 $Source: DHL\ Trend\ Radar-http://www.dhl.com/en/about\_us/logistics\_insights/dhl\_trend\_research/trendradar.html$ 





 $-\frac{1}{2}\partial_{\nu}g^{a}_{\mu}\partial_{\nu}g^{a}_{\mu} - g_{s}f^{abc}\partial_{\mu}g^{a}_{\nu}g^{b}_{\nu}g^{c}_{\nu} - \frac{1}{4}g^{2}_{s}f^{abc}f^{ade}g^{b}_{\mu}g^{c}_{\nu}g^{d}_{\mu}g^{e}_{\nu} +$  $\frac{1}{2}ig_s^2(\bar{q}_i^{\sigma}\gamma^{\mu}q_i^{\sigma})g_{\mu}^a + \bar{G}^a\partial^2G^a + g_sf^{abc}\partial_{\mu}\bar{G}^aG^bg_{\mu}^c - \partial_{\nu}W_{\mu}^+\partial_{\nu}W_{\mu}^- M^2W_{\mu}^+W_{\mu}^- - \frac{1}{2}\partial_{\nu}Z_{\mu}^0\partial_{\nu}Z_{\mu}^0 - \frac{1}{2c_*^2}M^2Z_{\mu}^0Z_{\mu}^0 - \frac{1}{2}\partial_{\mu}A_{\nu}\partial_{\mu}A_{\nu} - \frac{1}{2}\partial_{\mu}H\partial_{\mu}H - \frac{1}{2}\partial_{\mu}H\partial$  $\frac{1}{2}m_{h}^{2}H^{2} - \partial_{\mu}\phi^{+}\partial_{\mu}\phi^{-} - M^{2}\phi^{+}\phi^{-} - \frac{1}{2}\partial_{\mu}\phi^{0}\partial_{\mu}\phi^{0} - \frac{1}{2c^{2}}M\phi^{0}\phi^{0} - \beta_{h}\left[\frac{2M^{2}}{a^{2}} + \frac{1}{2}(M^{2}\phi^{0})^{2}\right] + \frac{1}{2}(M^{2}\phi^{0})^{2} + \frac{1}{2}(M^{2}\phi^{0})^{2}$  $\begin{array}{l} \frac{2M}{g}H + \frac{1}{2}(H^2 + \phi^0\phi^0 + 2\phi^+\phi^-)] + \frac{2M^4}{g^2}\alpha_h - igc_w[\partial_\nu Z^0_\mu(W^+_\mu W^-_\nu - W^+_\nu W^-_\mu) - Z^0_\nu(W^+_\mu \partial_\nu W^-_\mu - W^-_\mu \partial_\nu W^+_\mu) + Z^0_\mu(W^+_\nu \partial_\nu W^-_\mu - W^-_\mu \partial_\nu W^+_\mu) + Z^0_\mu(W^+_\nu \partial_\nu W^-_\mu - W^-_\mu \partial_\nu W^+_\mu) - Z^0_\mu(W^+_\nu \partial_\nu W^-_\mu - W^-_\mu \partial_\nu W^+_\mu) - Z^0_\mu(W^+_\nu \partial_\nu W^-_\mu - W^-_\mu \partial_\nu W^+_\mu) + Z^0_\mu(W^+_\nu \partial_\nu W^-_\mu - W^-_\mu \partial_\nu W^+_\mu) - Z^0_\mu(W^+_\nu \partial_\nu W^-_\mu - W^-_\mu \partial_\nu W^-_\mu) - Z^0_\mu(W^-_\mu \partial_\nu W^-_\mu - W^-_\mu \partial_\nu W^-_\mu - Z^0_\mu \partial_\nu$  $W_{\nu}^{-}\partial_{\nu}W_{\mu}^{+})] - igs_{w}[\partial_{\nu}A_{\mu}(W_{\mu}^{+}W_{\nu}^{-} - W_{\nu}^{+}W_{\mu}^{-}) - A_{\nu}(W_{\mu}^{+}\partial_{\nu}W_{\mu}^{-})]$  $W_{\mu}^{-}\partial_{\nu}W_{\mu}^{+}) + A_{\mu}(W_{\nu}^{+}\partial_{\nu}W_{\mu}^{-} - W_{\nu}^{-}\partial_{\nu}W_{\mu}^{+})] - \frac{1}{2}g^{2}W_{\mu}^{+}W_{\mu}^{-}W_{\nu}^{+}W_{\nu}^{-} +$  $\tfrac{1}{2}g^2W_{\mu}^+W_{\nu}^-W_{\mu}^+W_{\nu}^- + g^2c_w^2(Z_{\mu}^0W_{\mu}^+Z_{\nu}^0W_{\nu}^- - Z_{\mu}^0Z_{\mu}^0W_{\nu}^+W_{\nu}^-) +$  $g^2 s_w^2 (A_\mu W_\mu^+ A_\nu W_\nu^- - A_\mu A_\mu W_\nu^+ W_\nu^-) + g^2 s_w c_w [A_\mu Z_\nu^0 (W_\mu^+ W_\nu^- - A_\mu A_\mu W_\nu^+ W_\nu^-)] + g^2 s_w c_w [A_\mu Z_\nu^0 (W_\mu^+ W_\nu^- - A_\mu A_\mu W_\nu^+ W_\nu^-)]$  $W_{\nu}^{\dagger}W_{\mu}^{-}$   $-2A_{\mu}Z_{\mu}^{0}W_{\nu}^{\dagger}W_{\nu}^{-}$   $-g\alpha[H^{3}+H\phi^{0}\phi^{0}+2H\phi^{\dagger}\phi^{-}] \frac{1}{8}g^2\alpha_h[H^4+(\phi^0)^4+4(\phi^+\phi^-)^2+4(\phi^0)^2\phi^+\phi^-+4H^2\phi^+\phi^-+2(\phi^0)^2H^2]$  $gMW_{\mu}^{+}W_{\mu}^{-}H - \frac{1}{2}g\frac{M}{c^{2}}Z_{\mu}^{0}Z_{\mu}^{0}H - \frac{1}{2}ig[W_{\mu}^{+}(\phi^{0}\partial_{\mu}\phi^{-} - \phi^{-}\partial_{\mu}\phi^{0}) W_{u}^{-}(\phi^{0}\partial_{\mu}\phi^{+}-\phi^{+}\partial_{\mu}\phi^{0})] + \frac{1}{2}g[W_{\mu}^{+}(H\partial_{\mu}\phi^{-}-\phi^{-}\partial_{\mu}H) - W_{\mu}^{-}(H\partial_{\mu}\phi^{+}-\phi^{-}\partial_{\mu}H)] + \frac{1}{2}g[W_{\mu}^{+}(H\partial_{\mu}\phi^{-}-\phi^{-}\partial_{\mu}H)] + \frac{1}{2}g[W_{\mu}^{+}(H$  $\phi^{+}\partial_{\mu}H)] + \frac{1}{2}g\frac{1}{c_{m}}(Z_{\mu}^{0}(H\partial_{\mu}\phi^{0} - \phi^{0}\partial_{\mu}H) - ig\frac{s_{\mu}^{2}}{c_{m}}MZ_{\mu}^{0}(W_{\mu}^{+}\phi^{-} - W_{\mu}^{-}\phi^{+}) +$  $igs_w MA_{\mu}(W_{\mu}^{+}\phi^{-} - W_{\mu}^{-}\phi^{+}) - ig\frac{1-2c_w^2}{2c_w}Z_{\mu}^{0}(\phi^{+}\partial_{\mu}\phi^{-} - \phi^{-}\partial_{\mu}\phi^{+}) + igs_w A_{\mu}(\phi^{+}\partial_{\mu}\phi^{-} - \phi^{-}\partial_{\mu}\phi^{+}) - \frac{1}{4}g^2W_{\mu}^{+}W_{\mu}^{-}[H^2 + (\phi^0)^2 + 2\phi^{+}\phi^{-}] \frac{1}{4}g^2\frac{1}{c^2}Z_{\mu}^0Z_{\mu}^0[H^2+(\phi^0)^2+2(2s_w^2-1)^2\phi^+\phi^-]-\frac{1}{2}g^2\frac{s_w^2}{\sigma_w}Z_{\mu}^0\phi^0(W_{\mu}^+\phi^-+$  $W_{\mu}^{-}\phi^{+}) - \frac{1}{2}ig^{2}\frac{s_{\mu\nu}^{2}}{c_{\mu\nu}}Z_{\mu}^{0}H(W_{\mu}^{+}\phi^{-} - W_{\mu}^{-}\phi^{+}) + \frac{1}{2}g^{2}s_{w}A_{\mu}\phi^{0}(W_{\mu}^{+}\phi^{-} +$  $\begin{array}{l} W_{\mu}^{-}\phi^{+}) + \frac{1}{2}ig^{2}s_{w}A_{\mu}H(W_{\mu}^{+}\phi^{-} - W_{\mu}^{-}\phi^{+}) - g^{2}\frac{s_{w}}{c_{w}}(2c_{w}^{2} - 1)Z_{\mu}^{0}A_{\mu}\phi^{+}\phi^{-} - g^{1}s_{w}^{2}A_{\mu}A_{\mu}\phi^{+}\phi^{-} - \overline{e}^{\lambda}(\gamma\partial + m_{e}^{\lambda})e^{\lambda} - \overline{\nu}^{\lambda}\gamma\partial\nu^{\lambda} - \overline{u}_{\gamma}^{\lambda}(\gamma\partial + m_{u}^{\lambda})u_{\gamma}^{\lambda} - \overline{d}_{\gamma}^{\lambda}(\gamma\partial + m_{u}^{\lambda})u_{\gamma}^{\lambda} - \overline{d}_{\gamma}^{\lambda$  $m_d^{\lambda}$ ) $d_i^{\lambda}$  +  $igs_w A_{\mu} [-(\bar{e}^{\lambda}\gamma e^{\lambda}) + \frac{2}{3}(\bar{u}_i^{\lambda}\gamma u_i^{\lambda}) - \frac{1}{3}(\bar{d}_i^{\lambda}\gamma d_i^{\lambda})] + \frac{ig}{4c} Z_u^0 [(\bar{\nu}^{\lambda}\gamma^{\mu}(1 + \bar{e}^{\lambda}\gamma e^{\lambda}) + \bar{e}^{\lambda}\gamma^{\mu}(1 + \bar{e}^{\lambda}\gamma e^{\lambda})]]$  $(\gamma^{5})\nu^{\lambda}) + (\bar{e}^{\lambda}\gamma^{\mu}(4s_{w}^{2} - 1 - \gamma^{5})e^{\lambda}) + (\bar{u}_{i}^{\lambda}\gamma^{\mu}(\frac{4}{3}s_{w}^{2} - 1 - \gamma^{5})u_{i}^{\lambda}) + (\bar{e}^{\lambda}\gamma^{\mu}(4s_{w}^{2} - 1 - \gamma$  $(\overline{d}_{j}^{\lambda}\gamma^{\mu}(1-\tfrac{8}{3}s_{w}^{2}-\gamma^{5})d_{j}^{\lambda})]+\tfrac{ig}{2\sqrt{2}}W_{\mu}^{+}[(\overline{\nu}^{\lambda}\gamma^{\mu}(1+\gamma^{5})e^{\lambda})+(\overline{u}_{j}^{\lambda}\gamma^{\mu}(1+\gamma^{5})e^{\lambda})]$  $\gamma^{5}$ ) $C_{\lambda\kappa}d_{i}^{\kappa}$ ] +  $\frac{ig}{2\sqrt{2}}W_{\mu}^{-}[(\bar{e}^{\lambda}\gamma^{\mu}(1+\gamma^{5})\nu^{\lambda}) + (\bar{d}_{i}^{\kappa}C_{\lambda\kappa}^{\dagger}\gamma^{\mu}(1+\gamma^{5})u_{i}^{\lambda})] +$  $\frac{ig}{2\sqrt{2}}\frac{m_{\lambda}^{\lambda}}{M}[-\phi^{+}(\bar{\nu}^{\lambda}(1-\gamma^{5})e^{\lambda})+\phi^{-}(\bar{e}^{\lambda}(1+\gamma^{5})\nu^{\lambda})]-\frac{g}{2}\frac{m_{\lambda}^{\lambda}}{M}[H(\bar{e}^{\lambda}e^{\lambda})+$  $i\phi^{0}(\bar{e}^{\lambda}\gamma^{5}e^{\lambda})] + \frac{ig}{2M\sqrt{2}}\phi^{+}[-m_{d}^{\kappa}(\bar{u}_{j}^{\lambda}C_{\lambda\kappa}(1-\gamma^{5})d_{j}^{\kappa}) + m_{u}^{\lambda}(\bar{u}_{j}^{\lambda}C_{\lambda\kappa}(1+\gamma^{5})d_{j}^{\kappa})]$  $\gamma^5 d_i^{\kappa} + \frac{ig}{2M\sqrt{2}}\phi^- [m_d^{\lambda}(\bar{d}_i^{\lambda}C_{\lambda\kappa}^{\dagger}(1+\gamma^5)u_i^{\kappa}) - m_u^{\kappa}(\bar{d}_i^{\lambda}C_{\lambda\kappa}^{\dagger}(1-\gamma^5)u_i^{\kappa}] \begin{array}{l} \frac{q}{2}\frac{m\lambda}{M}H(\bar{u}_j^\lambda u_j^\lambda) - \frac{q}{2}\frac{m\lambda}{M}H(\bar{d}_j^\lambda d_j^\lambda) + \frac{iq}{2}\frac{m\lambda}{M}\phi^0(\bar{u}_j^\lambda\gamma^5u_j^\lambda) - \frac{iq}{2}\frac{m\lambda}{M}\phi^0(\bar{d}_j^\lambda\gamma^5d_j^\lambda) + \\ \bar{X}^+(\partial^2 - M^2)X^+ + \bar{X}^-(\partial^2 - M^2)X^- + \bar{X}^0(\partial^2 - \frac{M^2}{c^2})X^0 + \bar{Y}\partial^2Y + \end{array}$  $igc_wW^+_{\mu}(\partial_{\mu}\bar{X}^0X^- - \partial_{\mu}\bar{X}^+X^0) + igs_wW^+_{\mu}(\partial_{\mu}\bar{Y}\bar{X}^- - \partial_{\mu}\bar{X}^+Y) +$  $\begin{array}{l} igc_wW^{F}_{\mu}(\partial_{\mu}\bar{X}^{-}X^{0}-\partial_{\mu}\bar{X}^{0}X^{+})+igs_wW^{F}_{\mu}(\partial_{\mu}\bar{X}^{-}Y-\partial_{\mu}\bar{Y}X^{+})+\\ igc_wZ^{0}_{\mu}(\partial_{\mu}\bar{X}^{+}X^{+}-\partial_{\mu}\bar{X}^{-}X^{-})+igs_wA_{\mu}(\partial_{\mu}\bar{X}^{+}X^{+}-\partial_{\mu}\bar{X}^{-}X^{-})- \end{array}$  $\frac{1}{2}gM[\bar{X}^{+}X^{+}H + \bar{X}^{-}X^{-}H + \frac{1}{c^{2}}\bar{X}^{0}X^{0}H] + \frac{1-2c_{w}^{2}}{2c_{w}}igM[\bar{X}^{+}X^{0}\phi^{+} \bar{X}^- X^0 \phi^-] + \frac{1}{2c_w} igM[\bar{X}^0 X^- \phi^+ - \bar{X}^0 X^+ \phi^-] + igMs_w[\bar{X}^0 X^- \phi^+ - \bar{X}^0 X^+ \phi^-]$  $\bar{X}^{0}X^{+}\phi^{-}$ ] +  $\frac{1}{2}igM[\bar{X}^{+}X^{+}\phi^{0} - \bar{X}^{-}X^{-}\phi^{0}]$ 

Sometimes when we are asked to develop solutions for the future of our businesses, it can feel like solving a very, very, very long equation.

Can we solve for X here?





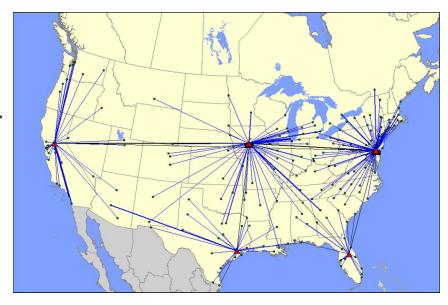
#### **Agenda**

- ARM yourself for Success in Developing the Supply Chain of the Future
  - A Analyze
  - R Retrofit
  - M Mechanize
- Enablers to Developing the Supply Chain of the future



#### **Analyze**

- Step 1 Analyze Past Performance
  - Inbound / Outbound Order Profiles
  - Customer Locations
  - Costs to Serve
  - Quality Metrics





#### **Analyze**

- Step 2 Analyze Current Processes
  - Process Mapping
  - Value Stream Mapping
  - Process Improvement

Goal – Determine your Organizational DNA

#### Information Motivators How People Employee Metrics, KPI, Align their Instinctively Objectives, Goals with Accurate, Act & Make Incentives. Available the Decisions Data Goals Company

Organizational DNA





### **Analyze**

- Step 3 Develop Improved Processes
  - Without new systems or equipment, develop future state processes to:
    - Reduce cycle times
    - Eliminate waste
    - Improve customer satisfaction

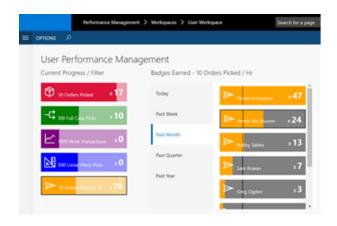
This is a step many companies skip . . . To their own detriment.





#### Retrofit

- Step 4 Automate Data Collection and Reporting
  - Update reports and reporting engines to deliver real time dashboards
  - Reduce time to produce monthly scorecards
  - Implement tools to highlight best and worst performing areas or individuals









#### Retrofit

- Step 5 Add productivity enabling technologies to operations
  - Voice
  - Vision
  - Out of the box automation





#### Retrofit

- Step 6 Replacing aging material handling and business systems
  - Invest in new bolt-ons for ERP systems or upgrades
  - Work with partners to design new sortation, storage, pick, pack and ship systems.
  - Add autonomous guided vehicles to fill in the gaps.



#### Retrofit

- Step 7 Eliminate legacy technology and facilities
  - Replace mainframe or legacy ERP systems
  - Eliminate facilities that are not being brought up to current technology standards or that are now redundant
  - Minimize new labor needs with updated technologies

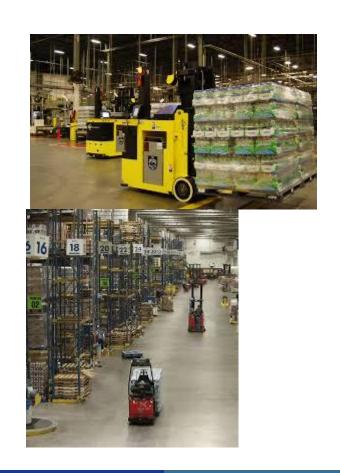
Goal – Get rid of products that can't easily interact.





#### Mechanize

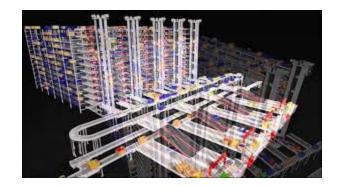
- Step 8 Replace current equipment with cutting edge automation
  - Invest in Warehouse Control/ Execution system
  - Automate put and pick selection equipment
  - Increase AGV usage





#### Mechanize

- Step 9 Design new facilities around new systems and automation
  - Automated picking
  - Semi-automated receiving, putaway, and put to truck
  - Minimal labor usage





#### Mechanize

- Step 10 Automate upstream and downstream with vendor processes and system interactions
  - Invest in automated ordering and payment systems
  - Develop Internet of Things (IoT) device interactions to report on stock outs, safety stock requirements, and downtime
  - Automate interactions with customers on order status and delivery notice





#### Review

ARM yourself for Success in Developing the Supply Chain of the Future

A – Analyze

R – Retrofit

M - Mechanize





#### **Enablers**

- Talent
  - We need a new generation of supply chain workers who can utilize the new technologies
- Technology Providers
  - Technology needs to work together
- Solution Providers
  - Will provide talent and be a conduit for the technology to get to market





#### For More Information:

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