



*The MetaExperts™ assigned lead the organization to improving productivity by 15%.*



# International Electronics Retailer's Distribution & Repair Centers Increases Labor Productivity in Their Supply Chain by 15%

## Situation

A Fort Worth, Texas-based multi-billion retailer's distribution and repair operations needed to do something fast to improve their bottom line results. They selected MetaOps, Inc. to provide a team of four MetaExperts™ to help them with the introduction and adoption of Lean Six Sigma methods throughout the supply chain. The MetaExperts™ assigned lead the organization to improving productivity by 15%, affecting more than 2,000 employees in more than 20 sites across the U.S. resulting in several million dollars in bottom line impact.

## Actions

The company's SVP of Supply Chain credited MetaExpert™-lead Operational Excellence transformation with:

- Leading the development of a site 'steering committee' of key stakeholders at all locations.
- Training teams to drive improvement efforts using Operational Excellence methods.
- Developing and implementing a customized approach to engage the workforce in 'quick-hit' Kaizen workshops using a 'learn-by-doing' approach.
- Lead teams to implement rapid improvements over 12 key areas over a 5-month period of time.

## Results

The company's transformation reduced their costs by millions and:

1. Productivity increased 15% across the supply chain
2. Error rates on orders were reduced 30%
3. Order delay times were reduced by 50%

## ROI

1. More than \$6,000,000 in recurring savings – cost per transaction
2. 15% overall productivity increase affecting 2,000 employees
3. 28% reduction in labor costs in pick operations
4. 30% reduction in errors reported
5. 50% reduction in order delays

**Client Skills Required:** Lean Six Sigma and OpEx understanding and deployment, SOP (standard operating procedures) improvement, continued process improvement, leadership and training in the practice of High-Performing Teams

**Contract Length:** 180 days

**Support by MetaOps, Inc. MetaExperts™:** LSS and OpEx training, mentoring, coaching and implementation, and High-Performing Teams development, Kaizen workshops, Quick Hit change innovation and implementation