



6 STEPS TO FLAWLESS FULFILMENT

**BEST PRACTICES FOR INTEGRATING MOBILE, WIRELESS AND DATA CAPTURE
TECHNOLOGIES INTO WAREHOUSE MANAGEMENT**

EXECUTIVE SUMMARY

The warehouse is at the centre of your business. It's the key hub through which nearly everything in your business must pass—from raw materials and finished goods in a manufacturing plant to pallets and cases in a distribution centre, to a wealth of products in a retail warehouse. But in today's highly competitive markets, there's something even more important that's dependent on more efficient warehouse operations: customer satisfaction. What is it that your customers want from your warehouse and logistics operations? Accurate, on-time and flawless fulfilment. Every time.



MOBILITY AS CATALYST

Today's forward-looking warehouse and logistics professionals are using wireless and mobile technology as the catalyst for driving flawless fulfilment. When mobility is extended throughout your warehouse, new levels of efficiency, accuracy and visibility can be achieved. Ponderous paper processes are replaced by real-time computerised forms on mobile computers. Barcode scanning, including 1D and 2D, enables checking and double-checking that the right items are being picked, packed and shipped. RFID provides automatic tracking of materials and assets without human intervention. You can move from automation in a single process to a broad integration of the latest technologies across all of your warehouse processes.

ENTERPRISE ASSET INTELLIGENCE

If assets are tracked, not just in the warehouse but throughout the supply chain then an even greater level of efficiency, accuracy and quality can be gained. By capturing data and turning it into actionable

insight through 'Internet of Things' (IoT) solutions and cloud technology, companies gain Enterprise Asset Intelligence™ – resulting in more informed decision making and more efficient and accurate performance.

THE RIGHT DEVICES

In the past, warehouse operations tended to look at mobile devices as one-size-fits-all. That's no longer the case. Today, with the proliferation of smarter, more productive mobile devices, the goal is to make sure employees are using the right device for the right task. Powerful, rugged single and multi-modal devices provide functionalities—from scanning to tag reading to voice picking and more—in a variety of form factors such as hand-held, vehicle-mounted, wearable and hands-free mobile units. Multi-modal technology is rising in importance, providing users with the ability to perform multiple tasks on one device; for example, units that combine scanning, voice and text, with the option of using voice-only, text-only or combination voice and text for input.

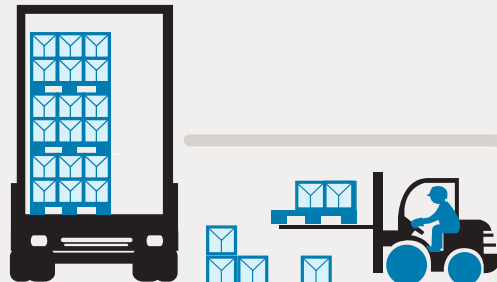
SIX-STEP ROADMAP

The path to achieving flawless fulfilment begins with following the six critical steps outlined in this report. They will help you create a more collaborative information architecture that not only enables a leaner, more flexible warehouse operation, but a leaner, more profitable enterprise as well. Equally important, your enhanced warehouse mobility can serve as the foundation for more efficient enterprise-wide mobility.

STEP 1. DEPLOY INDUSTRIAL WIRELESS SOLUTIONS



STEP 6. TURNAROUND OUTBOUND HANDLING PERFORMANCE



STEP 2. IMPROVE STAFF COMMUNICATIONS AND MANAGEMENT



STEP 5. UPGRADE INBOUND HANDLING OPERATIONS



STEP 3. STREAMLINE ORDER PICKING PROCESSES



STEP 4. ADVANCE INVENTORY AND STORAGE CAPABILITIES



THE NEGATIVE IMPACT OF THE FRAGMENTED WAREHOUSE

Whether you're a manufacturer, retailer or distributor, your warehouse operations play a pivotal role in making your business successful. That's not a surprise. Your warehouse is a complex, multi-faceted central hub through which virtually everything passes: from raw materials waiting to be manufactured into finished goods, to finished product waiting for shipment downstream to a distribution centre, retailer or end-customer. Warehouse operations affect virtually every business-critical issue, including inventory management, worker productivity, shipment accuracy, timeliness and, ultimately, customer satisfaction and ROI.

The reality is, too many warehouse processes are still pen-and-paper-based. Just as problematic is technical fragmentation, with technology available in only a few operations. The truth is, flawless fulfilment requires technical and operational integration across all your processes and workflows.

HIGH-LEVEL OPERATION ISSUES	
INACCURATE INFORMATION	The "double-touch" of data—for example, collection of information by hand followed by re-entry into the computer—leads to high levels of errors in information.
REDUCED PRODUCTIVITY	Too many employees waste an inordinate amount of time completing paperwork, locating information on labels and reentering data into the WMS, making it difficult for them to work at peak productivity.
LACK OF VISIBILITY	Slower movement of information in and out of your business systems results in reduced inventory visibility and availability throughout warehouse operations.
INCREASED COST	The lack of real-time visibility into inventory can result in increased capital expenditures caused by the need to maintain higher levels of stock to prevent out-of-stock conditions.
REDUCED CUSTOMER SATISFACTION	Decreased customer service levels caused by inaccurate and late-arriving shipments lead to lower customer satisfaction and lost sales.
LONGER CASH-TO-CASH CYCLES	The slow movement of information caused by inefficient procedures and fragmented technology results in increased cash-to-cash cycle times.

THE POSITIVE IMPACT OF MOBILIZING KEY WAREHOUSE PROCESSES

Without mobility to enable accurate, real-time processing throughout the warehouse, each and every warehouse function is adversely impacted. Mobile and wireless technology that automates and streamlines inventory, storage and logistics processes is key to providing flawless fulfilment. Following is an in-depth look at the essential steps that warehouses and distribution centres can follow—in sequential order—to achieve flawless fulfilment. Discussions focus on identifying key issues, how mobility addresses pain points, and the significant advantages the enterprise can expect to gain. The recommendations are based on best practices and the ability to deliver maximum business impact.

FOR MORE INFORMATION, VISIT WWW.FUTUREWAREHOUSES.COM



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