

Case Study

Innovating Retail Order Fulfillment





Vertical storage improves processes

Customer and task

Diamond Technique provides a comprehensive range of spare parts. To increase accessibility for customers, they selected a busy commercial area as the location for their new D.TEC-PARTS flagship store with a focus on over-the-counter sales. Products are stored in open shelves spread across multiple floors.

At first, when a customer's order would come in, it was time consuming for staff to locate the spare part, pick up the correct item and complete the transaction within a reasonable time frame. Diamond Technique needed a solution to simplify retail operations and minimize the time taken per transaction.

Solution

Kardex implemented a 16-meter high Kardex Shuttle 500, equivalent to the height of the new 4-level building. The unit holds tray loads weighing up to 510 kilograms. It fully maximizes the vertical space.

A database stores all product information and easily provides access to any product. The machine significantly reduces picking errors and accelerates transactions by delivering the parts straight to the staff.

The Kardex Shuttle 500 features two access openings. The front opening is located at the sales counter for outgoing products, while the rear opening faces the warehouse to facilitate product replenishment.

The ergonomic design has improved the working environment and efficiency levels. Staff no longer need to climb stairs to retrieve spare parts. Additionally, employees require a password to access the unit, ensuring expensive spare parts remain secure.

Case at a glance

How we took our customer from task to solution

D.TEC-PARTS, owned by Diamond Technique, Malaysia's leading commercial vehicle spare parts supplier, caters to the needs of the local commercial vehicle market. After launching a new flagship store, Diamond Technique's retail operations were put to the challenge. The company commissioned Kardex to install a 16-meter high vertical storage unit (Kardex Shuttle 500) and ensure a streamlined, accurate and optimized warehouse solution.

Reduce
storage
footprint
by 70%

Increase
picking
accuracy
by 99%

Improve
ergonomics
when picking



Scope of delivery



Kardex Shuttle 500 with a height of 16 meters



60 trays with 510 kilograms per tray load



2 access openings, one in front with a window and one at back without a window