

Case Study

Fast Retail Order Fulfillment





Fast retail order fulfillment

Customer and task

Orders for front store items were increasing rapidly and the manual picking zones were not keeping up with demand. Previously, front store items were stored on the top-level mezzanine while pharmacy items were stored on the bottom. Using remote scanners, workers traveled through shelving as directed by pick routing software to fulfill orders.

"We were picking as fast as staff, shelving and technology would permit, but it wasn't fast enough," said Dwayne Bilawchuk, Operations Manager. Value Drug Mart turned to automation to gain efficiencies in these critical work zones.

Solution

Value Drug Mart replaced two zones of shelving with six Horizontal Carousel Modules and Kardex Power Pick System inventory management software. The Horizontal Carousel Modules (HCM) were stacked and arranged in two zones of three HCMs each with a ten-position batch station.

All 10,000 SKUs were moved from the two shelving zones into the two HCM zones. The lower HCM zone manages 3,100 front store SKUs with an average pick rate of 350 lines per hour. The upper HCM zone manages 7,100 pharmacy SKUs and boasts a pick rate of 575 lines per hour. With a previous pick rate of 50 lines per hour, picking rates have increased 90%.

In the fall, Value Drug Mart manages a back to school program allowing schools to preorder supplies. "This is a growing seasonal program that we would not have been able to expand without the addition of the horizontal carousels," said Bilawchuk.

Case at a glance

How we took our customer from task to solution

Value Drug Mart supports over 350 retail pharmacy locations through Canada from their central distribution center in Edmonton, Alberta. Offering over 18,000 pharmacy and front store items using a 28-zone picking strategy, with two zones using six Horizontal Carousel Modules (HCMs) with the Kardex Power Pick System inventory management software.

Increased
throughput
by 90%

Reduced
labor by 72%

Increased
accuracy



Scope of delivery



6 Horizontal Carousel Modules arranged in 2 zones of 3 carousels each



Kardex Power Pick System inventory management software



Two 10-position batch stations