

Chuck AMR: Case Study

Liberty Hardware Same Day SLAs: No Problem

DECORATIVE AND FUNCTIONAL HARDWARE MANUFACTURER, LIBERTY HARDWARE, UPGRADES WAREHOUSE TO MEET EVER-TIGHTENING SLAs.

Since 1948, Liberty Hardware has manufactured and distributed decorative and functional home decor products. Today they distribute their products to home centers, mass-retail and e-commerce customers across North America. In 2019, Liberty experienced a spike in e-commerce sales that further increased in the years that followed. Along with increased order volume, their lead times shrank from 48 hours to 24 hours to same-day shipment.

For a company manually allocating and picking orders in addition to a 25% turnover rate, maintaining the status quo became unattainable. “We have cut offs at 12 o’clock and one o’clock and those orders have to ship the same day. We ship over 2,000 orders in a shift,” explains Katie Young, Sr Manager of Operations at Liberty Hardware.

LIBERTY HARDWARE MANUFACTURING CORPORATION

Solution At A Glance

CHALLENGE:

- Increased demand from customers
- Same-day SLAs
- 25% employee turnover rate
- Manual order allocation and picking

SOLUTION:

- 16 Chucks deployed in January 2021

RESULTS:

- 2x pick rate improvement
- 3% employee turnover rate
- Automation in 5 of 6 steps in piece picking

> “We’re saving 30 minutes of extra work that we used to do [separating order sheets]. 6RS automatically put them into orders for us. [The team] under- stands it really quickly and this helps a lot to keep people here working.”
>
> - Martin Moreno, Team Lead

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CASE STUDY:

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6 River Systems Rose To The Top

Operations leadership at Liberty Hardware started researching providers whose solution would not require infrastructure changes to the building, was user-friendly and that was flexible and scalable to enable them to meet today's demand as well as whatever the future would bring. "Every time we answered, 'what problem are we trying to solve?'

6 River Systems was the company that rose to the top," shared Miles Poole, VP of Operations and Planning. Liberty was impressed with 6 River Systems' ability to manage five of the six steps their team defines in their order picking process.



Results

Since implementing 6 River Systems, Liberty Hardware has improved training speed significantly. Training new hires only requires half an hour instead of a week of time or more. They doubled their pick rates and their employee turnover rate decreased from 25% to 3%. Additionally, the team is thrilled to have access to data visualization.



"This dashboard was the best thing that ever happened to us. We've never had anything that would allow the people or management to be able to see what we were doing. I'll be working on the dashboards and I'll feel that somebody is behind me - it's somebody looking to see what their numbers are."

- Kate Young

Key Statistics

2X

Pick rate improvement

3%

Employee turnover rate decreased.

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