

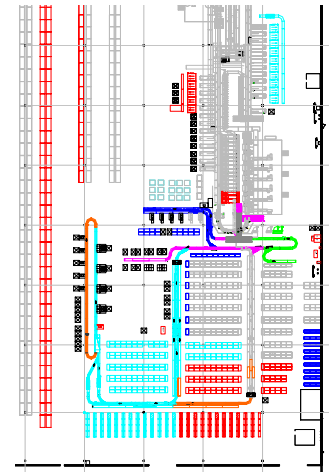
Implementation: Phase-In Approach

The Background:

- A large publishing and book distribution company had outgrown its current Returns system with no additional room for expansion.
- Existing Returns processes were inadequate to sustain future growth and volumes with additional acquisitions.

The Challenge:

- TransTech was contracted to analyze the current Returns process, develop conceptual design alternatives, and provide overall project management/ implementations services. The new design included:
 - Optimization of existing systems capabilities
 - Identification of effective and efficient alternative means for storing, processing, and cartonizing returned product
 - Recommendation of alternative technologies and concepts
- Implementation of the new layout and processes was to occur within the same footprint as the existing Returns system and with no disruption to current processes or operating capabilities.



The Results:



- Utilized a Phase-In implementation plan and careful coordination to complete the project on schedule, under budget, and with zero disruption to operating capabilities.
- Increased Returns capacity for new client acquisition by 80%
- Doubled the number of Returns storage locations within the same operational footprint .
- Decreased Back to Stock product handling by 20%
- Reduced annual staffing costs by 12% through process optimization and improvements.
- Expanded Returns System overall future capacity by 300%

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