

HONEYWELL VOICE AND DATASMITH DELIVER

Remarkable Productivity in Fine
Picking for SA Retailer

Case Study



Honeywell

OVERVIEW

Moresport Limited is South Africa's leading sport and outdoor retailer.

Moresport required a solution that increased fine picking productivity and maintained a high pick accuracy, especially during peak season. Moresport runs CQuantial's cloud-based warehouse and supply chain management solutions. Moresport partnered with CQuantial, Honeywell and Datasmith to successfully deploy Honeywell Voice on CK3 devices and SRX2 headsets to address their challenges and improve their business processes.

CHALLENGE/BUSINESS NEED

Previously, Moresport's distribution centre handled predominantly imported products. Subsequently, the Moresport distribution centre business model changed to include local suppliers and high-end sporting apparel and footwear product lines. The distribution centre was required to provide Value-Added Services (VAS), such as price ticketing and a just-in-time picking strategy was implemented to meet store demand. These changes resulted in a significant increase in fine picking.

Moresport was using RF scanning in their picking operation. The RF scanning process required the picker to read the pick instructions on the device's screen multiple times for each pick, put the scanner down to move items and pick the scanner up to scan the items. The pickers had to focus the scanner on the tag to accurately scan it. Pickers often had to lift heavy items to scan them, while holding the scanner, creating health and safety risks. Reading instructions from the RF scanner's smaller-size screen, was an inefficient process. Pickers would frequently look down at the screen for instructions, causing them to lose focus on their place in the picking process and increase inefficiency.

During its peak season between September to December, Moresport handles 45% of its annual volume, a significant increase which required substantial overtime hours to meet this demand.

The distribution centre needed to improve its outbound efficiency through faster picking whilst maintaining high pick accuracy rates. This was not possible with the existing RF scanning process.





SOLUTION

Moresport engaged with CQuential, Honeywell and its local voice partner, Datasmith, to find a solution. After reviewing Moresport's requirements, Honeywell and Datasmith provided a comparison of the various options available, including wrist-scanning and voice-picking technologies. Moresport completed time and motion simulations to quantify the options. A business case was then prepared comparing RF, wrist-scanning and voice-picking technologies.

The results clearly showed:

- Overall, voice picking technology offered the highest productivity.
- Voice picking had a projected 36% improvement in operational efficiencies.
- The payback time for voice picking was estimated at one to two years.



Datasmith's experienced warehousing team reviewed the distribution centre's operational processes, evaluating them against current best practices. Datasmith recommended key process changes to effectively leverage the potential benefits of a voice-outbound process. These process changes included minimising the product touch points and creating a single SKU per BIN environment. Moresport implemented these changes, resulting in significant efficiency improvements.

Moresport also conducted a site visit at an existing Datasmith voice customer, a large multinational retail operation that had been using voice picking as an integral part of its operations for more than a decade. They generously shared their journey with Moresport. The site visit provided a South African example, illustrating the benefits of voice picking and an understanding of the key elements to a successful voice picking implementation.

Moresport's final voice picking solution included Honeywell CK3 devices and SRX2 headsets. The CK3 devices were repurposed from scanning to voice, making this the first CK3 voice deployment in Africa.

Datasmith implemented their Pigeon Voice Server, which provides a simple, flexible way to integrate Honeywell voice into any backend system.

CQuential was a key partner in successfully implementing the solution, ensuring the team could achieve their voice picking project objectives. CQuential continues to work closely with Moresport to identify areas to improve and drive operational excellence.

OUTCOME

Moresport experienced impressive results from the hands-free voice-picking solution. Its pick productivity increased by 39% in the first year. The company was able to significantly reduce the number of overtime hours required during their peak season. There was also a significant improvement to worker health and safety with the voice-picking technology. Additionally, the voice-picking system payback period (ROI) was estimated to be between one and two years.

Moresport was able to address their distribution requirements much more efficiently, especially during peak retail trading months. The business experienced less human error due to there being fewer touch points, as well as quicker processing of orders and improved productivity. Additionally, Moresport implemented a successful semi-automated replenishment model, which further improved productivity and the flow of goods.



QUICK FACTS

- Moresport is a leading South African sport and outdoor retail group.
- Pick productivity increased by 39% in the first year.
- Significant reduction in overtime required.
- Payback period estimated 1 – 2 years.
- Increased employee welfare.
- Health & Safety benefits.
- Ability to react to demand faster in peak retail trading months.

For more information

<https://sps.honeywell.com/us/en>

Honeywell Safety and Productivity Solutions

Honeywell House

Waterfall Park

Vorna Valley, Midrand

South Africa

Email: sps_meta@honeywell.com

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