

# Case Study

ImpelPro SCM Solutions Pvt. Ltd.

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## Project background:

Client was shortlisted by a Cash-n-Carry global giant to provide distribution for their upcoming stores in Delhi & NCR, provided they are able to partner with a specialist who will successfully train them and hand hold the start up.

The 3PL engaged ImpelPro to actively help them in setting up their retail distribution and start up the operations at the distribution center located at Mundka, Delhi.

ImpelPro were interviewed by the Cash & Carry giant to assess capabilities and sharing their expectations. Having convinced, client got the go ahead to engage ImpelPro

## Project methodology:

- Redesigned storage space after considering product categories, their storage compatibility, off-take, movement frequency, weightage.
- In view of absence of any IT system, FEFO was ensured through pallet labels and Excel based work sheets and monitoring.
- SOPs were created for each distribution and transportation activity, staff was trained, internal audits conducted after their implementation and they were displayed at strategic places.
- Each warehouse activity such as receiving, unloading, put away, picking, staging, loading was backed up with necessary formats, setting responsibilities, data collection, data recording and reporting.
- Cycle counts, periodical physical inventories, special attention to quarantine stocks and their disposals were introduced.
- Housekeeping, security, DC travel path processes were set and put into operations.
- Daily/weekly/monthly operations dash boards, reporting and review systems were defined and put in action.

## Project impact:

- Through warehouse occupancy visibility controls over incoming products, storage discipline was established.
- Retail client was satisfied as the operational KPIs and efficiency parameters were reported, compared with standards and corrective actions were taken.
- Controls over inventory leakages, expiries, damages.
- Trained staffs, clarity in responsibilities, accountabilities, cross functional training due to documented standard SOPs.
- Retail Manual was created which gave complete clarity to the entire company about new retail vertical.
- Based on this performance, Company got repeat business from its client

## Cash-n-Carry Distribution

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Client was into a business of providing various low cost/low risk logistics services such as warehousing, 3PL, surface transport, import/export, end-to-end logistics solutions etc. First time they wanted to enter into ambient food distribution to a cash-n-carry giant in Delhi NCR.