

Case Study

ImpelPro SCM Solutions Pvt. Ltd.

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Project background:

Case: A leading beverage manufacturer & marketer often faced a challenge of meeting OTIF (On-Time-In-Full) expectations of one of its prestigious QSR clients for supply of beverages in bulk pack and CO₂ gas cylinders. This resulted in loss of sales for both of them.

This manufacturer approached ImpelPro to take over storage and distribution part with one key SLA of 100% uninterrupted & on-time supplies to last mile delivery points. There were cost restriction too as the final supply price to the customer is already committed.

Project methodology:

- ImpelPro studied and analyzed existing practices, work procedures and established gaps
- Spoke to all stakeholders to understand challenges & expectations
- Considering expectation, challenges and major expectation of 100% OTIF, developed SOPs
- Since ImpelPro is already dealing with this QSR chain, included new set of products under its centralized distribution model
- Trained the staff
- Started sourcing & supplying activities
- Developed necessary infrastructure to store, handle and load/unload bulk pack & CO₂ cylinders

Project impact:

- Fill rates have improved
- OTIF trend is observed and corrections carried out wherever necessary
- The manufacturer is looking at this platform to service its other QSR & Food Service clients

Sourcing & Supply

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A global beverage manufacturer & marketer addressing expectation of 100% OTIF by its major QSR client through sourcing & supply services of ImpelPro.

