

"The art of simplicity is a puzzle of complexity"

Douglas Horton

Warehouse Processes



The Hely Hutchinson Centre will introduce state of the art automated stock picking processes to increase the fulfilment efficiency and simplify the operational processes.

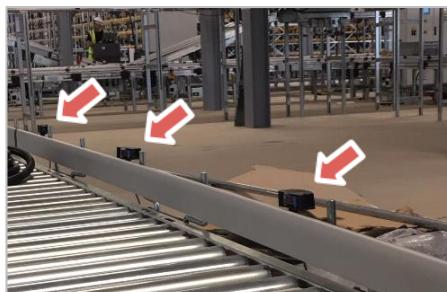
'Stingray' shuttle technology has been implemented for loose stock fulfilment and is combined with goods to person (GTP) picking stations for order consolidation.



Scanning technology will be used to make the process as efficient as possible. A series of small cameras called 'photo-electric cells' (shown in the image below) are positioned along the conveyor lanes.

They each generate a beam of light, connecting with a corresponding cell directly opposite. When a beam is broken by a tote moving across them, a scanner is activated to read the tote's barcode. This information is then used to route the container around the conveyor system.

The key benefit is the automated delivery of stock to the operator as opposed to staff needing to walk down the racking lanes in the warehouse to fulfil an order.



Testing Team Induction

The testing team has recently grown from 19 to 33 members, and many of the new staff will test the TGW automated stock picking systems featured above.

The new members recently attended an in-house induction course to welcome them to the company and to give them an overview of the new SAP, JDA and automated distribution systems.



As they will be working closely together in the coming months, they undertook a range of team building activities.

This included completing jigsaw puzzles to prove that a challenge shared across a team can often be solved more quickly.

Meet the Project Team

Andy Jayne

Implementation Manager
Order to Cash



Andy joined LBS in 1998 and has worked in a range of management roles including credit services, account management and customer services.

He joined the project team two years ago as the Business Process Lead for Customer Services. This involved designing business processes and core configuration for the new SAP order to cash system.

At the start of this year, Andy's role changed to become Implementation Manager where he will put the new systems and procedures into practice.

Relocation, Relocation

During January, the project team relocated to the first floor office space in the new warehouse. More than 60 staff have moved over, including the additional members of the testing team.

Whilst not all services are available yet, the team have settled in well and are enjoying a much lighter, brighter and more spacious working environment.



The work stations, phones and network connections have been installed. Meeting rooms have also been set up and are equipped with audio visual services. More importantly, the Wi-Fi is working and the kitchen is operational!



Customer Engagement

There will be a project presence at this year's London Book Fair on 10th-12th April. Project Eden team members will be available to meet with customers and suppliers to share information on the upcoming changes and answer any specific questions they may have.



We are also offering tours of the new warehouse to customers, taking place on 9th and 13th April.

As part of the change management activities, the project team will be reaching out to offer invitations to customers.

If you know of any customers that would be interested in either event, please ask them to contact richard.bevan@hachette.co.uk.