



DC OPERATIONS

# SUCCESS SERVICES



# INTRODUCTION

## TAKE THE NEXT STEP TOWARD MAXIMIZING YOUR OPERATIONAL POTENTIAL.

Whether you've hit a **plateau** in exploiting the potential of Manhattan systems, are looking to build **additional processes**, or are struggling to remove existing **bottlenecks**, your partners at Manhattan can help you take the next step toward **maximizing** your operational potential.

Contact your Manhattan support manager or reach out to [DL\\_OpsSuccess@manh.com](mailto:DL_OpsSuccess@manh.com) to learn more on how Manhattan Associates can help.



# WHAT WE FOCUS ON



## Optimize Travel

- Wasted travel
- Pick path efficiency
- Full pallet/case
- Batch picking



## Address Delays

- Lingering putaways
- Staged replens
- Aging tasks
- Shipment SLAs



## Stay Lean

- Double handling
- Equipment utilization
- Indirect time
- Actionable dashboards



## Streamline Flows

- Gap time
- Shift hand-off
- Wave, Task release
- Congestion



## Analyze Data

- Cartonization
- Slotting
- Activity tracking
- Failure analysis



## Handle Exceptions

- Shorts, Overages
- Missing product
- Integration issues
- Quick identification

# OUR SUCCESS SERVICES

1

## **DC Supervisor Enablement**

Empower distribution center (DC) leadership with a well-defined playbook, visibility, tools and training to enable them to execute the plan, make informed decisions and quickly adapt to changing circumstances.

2

## **DC Operational Optimization Studies**

Deep dive into data and metrics to understand the efficiency of current processes and identify bottlenecks to your throughput.

Review results and identify opportunities for improvement.

3

## **WMS Design Consultations**

Speak with experts to overcome new business challenges by addressing your “what-if” and “is-it-possible” questions.

Get started on functionality not yet implemented, such as Yard Management, Quality Audit, etc.

As Manhattan releases new innovation, consult and take advantage of it.

4

## **WMS Webinars**

Learn additional capabilities of the software and maximize the use of Manhattan WMS with free monthly webinars focused on DC operations.

# DC SUPERVISOR ENABLEMENT

Empowered supervisors and area leads are crucial to the success of your DC. It is essential to start with well-defined goals for the shift and create an operational playbook.

## QUESTIONS TO HELP YOU EVALUATE:

- Are your operational processes designed to meet a **planned production schedule**?
- Is your DC consistently **shipping out all orders on time**?
- Do your supervisors and team leads have ready access to **pending work and current pace**?
- Are you reviewing a **shift scorecard** to evaluate daily shift performance and make adjustments?
- Do you have a **shift hand-off checklist** to enable the next shift's success?
- Are your SOPs for **exceptions** efficient?
- Do you regularly **analyze data** such as number of replenishments, overpack box sizes, carrier service level upgrades, location min-max, etc. **to make the right decisions**?
- Do you have the right **upward communication** in place to drive accountability and visibility?





# DC OPERATIONAL OPTIMIZATION STUDIES

Studies led by Manhattan Operations advisors to help your DC improve accuracy, pick efficiency, throughput and labor utilization.

## EXAMPLES OF OPTIMIZATION STUDIES:

1. **Maximize pull efficiency** by analyzing order pool against wave and allocation strategy.
2. Increase **pack station productivity** by resolving bottlenecks upstream.
3. Study **inventory fragmentation** and slotting to boost productivity and UPH.
4. Study **replenishments** to identify causes of productivity drains.
5. **Reduce travel time** through optimized travel path and task assignment.
6. **Analyze automation utilization** such as Sorter/Putwall/Shuttle systems and maximize throughput.
7. Study **cartonization** results to ensure optimal box sizes.
8. Analyze causes of **low pick rate** such as incorrect grouping of orders in a pick cart.

# WMS DESIGN CONSULTATIONS

Meet with our Operations Advisors periodically to brainstorm on “what-if” and “is-it-possible” scenarios and explore ways we can help meet your most pressing needs.

## Strategic Examples

“I feel constrained with the number of steps in my DC’s current workflow.”

---

“How do I best respond to fast growth in direct-to-consumer volume?”

---

“My company keeps adding new product lines that my DC needs to fulfill.”

---

“I need help strategizing for peak season operations.”

---

“My DC is not meeting set KPI goals.”

---

“I need to better track labor throughput and hold my associates accountable.”

## Tactical Examples

“Do you have any recommendations about how to best implement batch picking?”

---

“I need to implement yard management.”

---

“Our company wants us to establish a new quality program.”

---

“How do I improve the tracking of our orders to completion?”

---

“How do I better slot my product?”

---

“My DC is experiencing excessive pick shortages.”

# WMS WEBINARS

Manhattan Customer Support Organization hosts 8 free WMS webinars annually that provide a deep dive into specific functional areas. Our webinars help you stay on top of rapid change by focusing on warehouse operations trends, best practices and ways to maximize the functionality of your WMS.

Webinars are interactive, providing opportunities for questions and discussion throughout. You'll have the added benefit of questions raised by hundreds of other attendees.

Email [csowebinars@manh.com](mailto:csowebinars@manh.com) to be added to the invite list.

## TOPICS OF PAST WEBINARS:

- All about Receiving
- Batch Picking Strategies
- Inbound Quality
- Inventory Control
- Yard Management



# GETTING STARTED OPERATIONS REVIEW

- **An onsite review/checkpoint meeting** is an effective way to uncover challenges and opportunities. This review is the starting point to enabling operational success.
- **Working closely with your team**, we'll review your KPIs, tour your facilities, analyze operations, shadow key functions, and take a deep dive into recommendations.

## WHAT TO EXPECT

- **Plan visit**
- **Onsite Evaluation**
  - ~ Warehouse walkthrough
  - ~ Discuss/identify areas for improvement
  - ~ Highlight new business requirements
- **Confirm Recommendations**
  - ~ Finalize recommendations
  - ~ Outline cost and timeline
  - ~ Plan, execute and review results

Reach out to your Support Manager or email  
**DL\_OpsSuccess@manh.com** to schedule a review.



**Manhattan**  
Associates®