



Automotive Service and Parts Department Speeds Up Turnaround Time with Automated Vertical Carousels

Features and Benefits

Increased Productivity

Increased Customer Service

Reduced Floor Space up to 90%

New System supports an additional 12 to 15 technicians

Industry Group: Automated Storage/Retrieval Systems (ASRS)



By installing three vertical carousels and adding inventory management software, company reduces floor space up to 90% while increasing productivity and customer service.

When it comes to filling orders in an automotive service department it is essential to maximize overhead space, access parts quickly, and simplify the overall inventory management. So when one of the largest Ford dealerships in America was building a new facility it was necessary to replace the current order process in their parts department with an easy implemented and more productive one.

Three vertical carousels and the addition of inventory management software allowed them to do all of this while also saving floor space and improving their customer service.

Their existing manual process required a technician to walk up to the retail counter where the clerk would check inventory in their host (Reynolds & Reynolds) software, issue a pick ticket, walk to the shelving area, select the parts and then return to the technician. A technician's time would have been tied up for 20 minutes and once the parts were issued, the clerk had to enter the transaction into the R & R system for reorder, price estimating and other such

business purposes. It was also necessary to go onto the floor weekly to maintain an ongoing count of the physical inventory. With the installation of the three vertical carousels and an inventory management software interfacing with their existing host the technicians at this dealership never have to leave their workstation to get parts.

Instead of walking the order to a window, technicians now enter orders from the terminals in the repair area, ordering and retrieval time is typically less than two minutes and inventory is almost automatic. Instead of having to conduct manual inventory each week, files are printed with the contents of each carousel. And instead of warehouse pickers having to wade through some 5,000 square feet of shelving, he/she now works in an area that is less than 500 square feet.

The vertical carousel system exceeded their expectations. It has already improved productivity and will be able to support an expansion of an additional 12 to 15 technicians if needed. The technicians can stay focused on their repair projects and counter personnel can spend more time with the customers.

This Ford Dealership now has a more productive and overall simplified inventory and order picking process. Their automotive parts and service department managed to increase their turn around time with the installation of automated vertical carousels and inventory management software.

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