



Automotive Service Department Speeds Turn Around Time in Parts Department 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: Order Fulfillment Solutions (OFS)



When it comes to filling orders in an automotive service department it is essential to maximize overhead space, access parts quickly, and simplify overall inventory management. 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 could 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 three vertical carousels and an inventory management software interfacing with their existing host Reynolds & Reynolds software 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 work an area that is less than 500 square feet.

“Overall, the vertical carousel system has exceeded our expectations. It has already improved productivity and will be able to support expansion of an additional 12 to 15 technicians if we need to do so. The technicians can stay focused on their repair projects and the counter people can spend more time with customers.” The parts manager stated.

This Ford dealership now has as 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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