

DESCRIPTION OF THE QGUAR SYSTEM IMPLEMENTATION**Place of implementation:**

Żnin, Radomsko

Implemented system:

Qguar WMS Pro

Qguar Voice Picking Manager

Cooperation commencement date:

2002.

2012.

Warehouse operation mode:

Work organization in Frigo Logistics allows the company to operate seven days per week, while working in three shifts, which means over 95,000 thousand of deliveries to clients per year.



Company profile

Frigo Logistics Sp. z o.o. with the registered offices in Żnin is a modern logistic centre that deals with deep-frozen products within the territory of Poland. The company belongs to leading logistic operators who deal with these products in Poland. It has got its own high-bay warehouses (in Żnin and Radomsko) for storing goods at the temperature of -23/-24 °C. The Frigo Logistics company was established in 2001. Three years later, it was taken over by Nichirei, a Japanese concern that specializes in services provided to food industry and cooperates with leading Polish and foreign producers of deep-frozen products.

Business line characteristics/challenges

Logistic support of deep-frozen products is one of the more difficult challenges faced by food industry. It turns out indispensable to have huge knowledge, experience and properly adapted infrastructure to be able to efficiently function in difficult conditions of low temperatures. Work in a freezer constitutes a tremendous challenge both to company employees and to electronic devices. Ubiquitous humidity and temperatures below zero exclude the possibility of taking advantage of many traditional goods picking methods.

Support of warehousing processes requires the company to meet high standards concerning appropriate goods storage. Failure to meet temperature-related requirements and hindrances that affect picking operations may expose the company to high financial losses.

Selected solution

Launching of the big project in the Frigo Logistics company that combined Qguar WMS Pro with the Voice Picking technology was aimed at facilitating and accelerating the process of goods picking in the conditions of low-temperature warehousing.

The company was looking for a solution that would be able to successfully satisfy so exacting requirements. For this reason, the company management decided to establish cooperation with the Quantum software company that – thanks to its experience in the optimization of warehousing operations and processes and to mastering of advanced technologies – adapted its offer to the company's requirements.

The cooperation between the companies started with the implementation of the Qguar WMS Pro system that ensured support of all the typical warehousing processes. To supplement the functions already available in the system, Quantum implemented an additional module, namely Qguar Voice Picking Manager. The solution was implemented in 2011 in two high-bay warehouses, located in Radomsko and Żnin. The new system enhanced the operation of the WMS system by supplementing it with the state-of-the-art technology of Voice Picking that is used wherever a warehouseman must work in protective gloves during the process of picking goods for an order.

Benefits

The advantages that became obvious immediately after launching the system covered increased safety and comfort of work of goods picking operators. The Qguar Voice Picking Manager system does not require an operator to use his hands, while all the operations are carried out with two senses - namely vision and hearing - and speech. As the picker could operate hands free, the time of order realization got shortened. Once written and radio communication had been replaced with voice communication, the efficiency of work increased. The company observed a significant efficiency increase in the order of ten to twenty percent.

Since the moment of launching the voice picking system, mistakes committed during the process have been almost entirely eliminated. Employees are more precise, concentrate on commands and they are controlled, as the system informs the operator about the precise address of a particular warehouse location and provides the precise number of packaging units to be picked. For Frigo Logistics, less mistakes translates into less customer returns, better quality of client support and lower costs.

By investing in innovative technologies and technical solutions, Frigo Logistics provides its clients with high quality logistic services. The comprehensive IT solution offered by Quantum software that enhances the support of advanced warehousing processes and combines it with the Voice Picking technology covered: delivery and installation of indispensable software, training of users, post-implementation assistance, logistic consultancy as well as a number of integration services.

