



ECR Community Shrink & OSA Group

DC Pick Accuracy

June 19th & 20th, Copenhagen

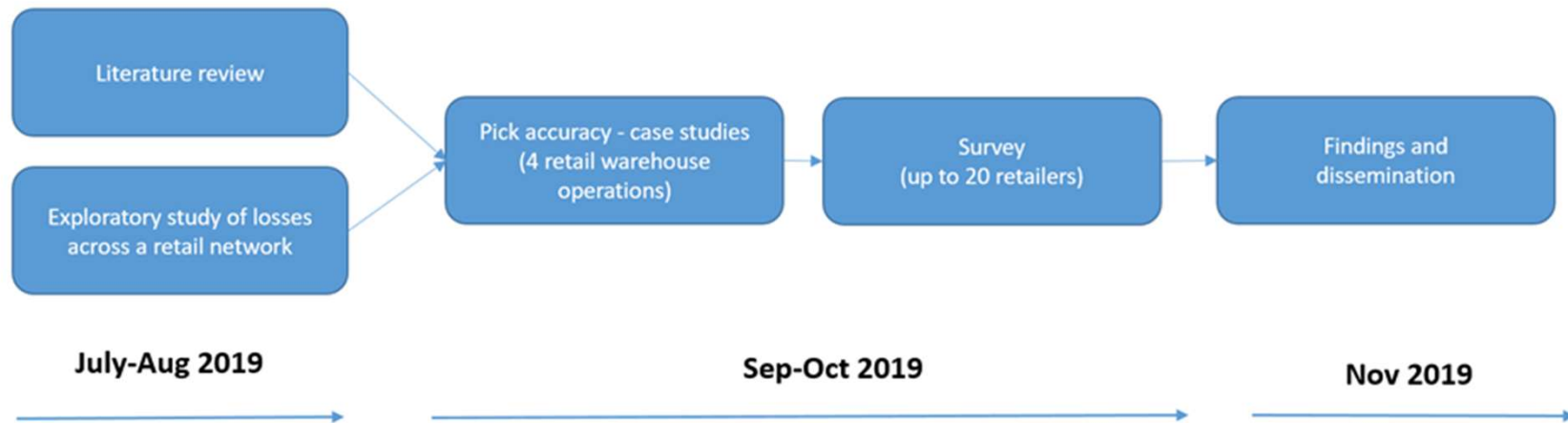
DC Pick Accuracy Research

Objectives:

- To baseline the occurrence of losses through the distribution and retail network to identify the level to which poor pick accuracy within warehouse operations contributes to the inaccurate inventory record problem in the store
- To identify how different organisations define pick accuracy, measure it, and track pick accuracy once orders have been picked.
- To examine the strategies, processes, controls and measures that organisations use to ensure pick accuracy, including auditing procedures.
- To review the wider systemic influences on pick accuracy including the suite of metrics employed, the management systems and wider policies on training, recruitment, pay, incentives and rewards
- To recommend a set of strategies and approaches that can be adopted to improve pick accuracy and therefore productivity and stock record accuracy within store

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Phases / Timing:



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Request:

- Would your organisation want to participate in this research? In return for agreeing to share data and supporting site visits, participants would receive:
 - A presentation detailing the outcome of the review including their performance relative to other case studies undertaken
 - A set of observations on their approaches to pick accuracy and possible improvement ideas from third party academic experts

- Note: All data would be aggregated and anonymised. The names of the case study retailers would not be mentioned unless the participant expressly asked for them to be named.