



Campaign Management System





## **Picking & Packing**

Picking and packing is the process of locating printed products into shipment orders as supplied in the customer allocation as accurately as possible.

About 3 years ago we were picking and packing in the same way as most other printing companies who provide fulfilment services.

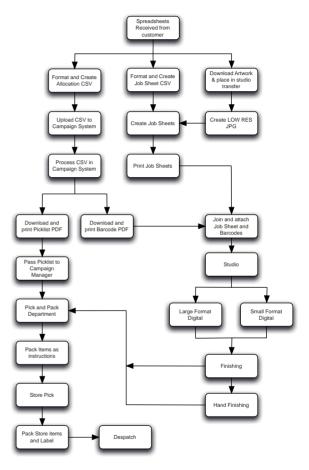
We noticed that spreadsheet we were given by of customers all had similar patterns, this was an opportunity do do something different. We started the process of developing an on-line solution to improve the accuracy of our pick and packing department and provide a number of checks that were audit-able.



# **System And Process**

We have developed a system and processes which allow us to quickly process customer spreadsheets into the system and automatically produce works orders, pick lists, barcode labels and checklists.

We assess each campaign individually and determine the best way for us to efficiently process it with near 100% accuracy.



We have process mapped all steps in our pick and pack department and continue to improve at every opportunity. Above is an example of the high level process for the pick and pack process. We use the non-conformance process to help improve as part of ISO 9001.



#### **Works Orders**

Works orders are process on mass from customer data and information from our MIS system. We produce a job sheet for each printed product normally by SKU or form code number. Each works order get a job number, this number appears on all paper work generated and allows us to easily identify the correct item to be picked.





### **Barcode Transactions**

When using the barcodes as part of the picking process transactions are created, who and what was scanned and at what time. This transaction allows us to record and report on the pick and pack process in real time within the system. Account managers and customers can log in to see campaign progress.

Below is an example of a typical barcode, these are configurable and can hold what information the customer requires. We use colour

coding for each campaign to help remove chances of campaigns getting mixed up, the colour is used and the work sheets as well. The barcode is scanned once the product has been picked and can be place on the product or on the packaging.



#### **Job Check Sheets**

Job check sheets are produced once the store allocation has been uploaded to the campaign system. These are printed out and the corresponding barcodes are sent to the pick and pack department. Once the print for that job arrives the pick can begin.

This is parallel process and allows us to reduce the overall time the pick it's self takes.

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#### **Pick Sheets**

The pick sheets are printed after the job check lists and passed to the campaign manager to layout once they have received print. The pick lists are automatically generated with the campaign system and only contain the print required by that store.



## **Campaign Planning**

All campaigns are disused at our morning and afternoon production meeting. This is the opportunity to understand the amount of printed products, the size of the print and how many stores there are, this allows us to review the impact on your picking strategy.

It is important to review the order or pick frequency, how many times the product is picked, and the volume of product stores are receiving. Often the 80/20 rule applies, where 80% of the orders are made up of 20% of the printed product. By identifying the top 20% of products, you can define the correct picking strategy and reduce time and labour required.

#### **Performance**

Performance metrics must measure both what the customer sees and what drives improvement in pick and pack processes. Good metrics are ones that are linked to customer satisfaction, are documented with operations definitions, and that drive improvement.

- Measure campaign activity by major task and risk
- Measure individual accuracy and performance
- Display performance metrics on campaign system
- Include employees in continuous improvement programs
- Gather feedback, suggestions and information from staff
- Train and cross train
- Report performance to customers

Improving performance in the pick and pack department will help to reduce labor and increase efficiency, it will also boost customer service levels.





### **Print Fulfilment**

Fosco campaign system is backed up with an impressive array of industrial digital print equipment for all of your printing needs. We also offer a range of other services, including finishing, storage, logistics, delivery and installation anywhere in the UK. No matter how big or small your print and campaign requirements, we've got a solution to meet your needs. We have two dedicated onsite pick and pack departments on the same site as all our print and finishing equipment, which makes even the most complex of campaigns as simple as possible.

## **Benefits**

It does not matter how good at printing you are if you can't get the right print to the correct store then all that hard work has been wasted. Our system has improve month by month and we pride ourselves on producing a near 100% pick accuracy. If we do get it wrong, which is rear we are on it and put it right.

- Improved accuracy
- 5 independent checks
- Allows parallel processing, pick can start before all print is finished
- Online status of campaigns for us and customer
- Barcoding helps identify print
- Colour coding helps Identify campaigns
- Visual job sheets improve production accuracy

T: 0121 333 3607 | E: quotes@foscos.co.uk | www.foscos.co.uk











