

INBOUND LOGISTICS FLOWS ANALYSIS

Sector: E-commerce

Topic: Centralization and optimization of goods-in controlling process.

Our approach:

1. Conducting field analysis with interviews, DILOs*, added value measures,
2. Providing in-depth quantitative analysis to assess the volume
3. Performing VSMs* workshops with the client team to model end-to-end processes,
4. Designing and assessing of 12 scenarios and supporting client teams to choose the best one,
5. Providing a roadmap to implement the selected scenario.

CONTEXT

A major **e-commerce player** requires to improve the **efficiency of its logistic processes** and **increase its revenues**, mainly by studying the relocation of some activities. HC LU provided an in-depth **AS-IS synthesis** by modeling processes and quantifying volumes of goods at stake. Using a **co-creation approach**, HC LU supported operational teams in designing and choosing best relocation scenarios.

BENEFITS

In 6 weeks-analysis, we have delivered:

- **Annual savings plan of 100k EUR,**
- Increasing the **share of added value of the processes** from 50% to 80% by smoothing the workload and increasing productivity,
- **Recommendations about centralization and implementation roadmap,**
- **A more sustainable operational model:** improving the reliability of Goods-In controlling and increasing profitability of services analyzed.