



PROCESS QUALITY ASSOCIATES INC.

"We Engineer the Quality of Your Success"

690 King St., Suite 2
London ON Canada N5W 2X3

Phone: (519) 667-1720
Fax: (519) 667-1722

(800) 837-7046
Toll Free

www.pqa.net
pqa@pqa.net

SERVICE QUALITY

CLIENT's SITUATION

This medium size service provider, with over 600,000 different stock items, was having major difficulties in keeping their shelves stocked on a timely basis. The average time to restock an item was 18 days, with some items taking as long as 38 days.

PQA's TASK

Recommend work method improvements which would drastically reduce the time to re-stock the shelves with no increase in personnel.

PQA's ACTION

In a one-day consultation session, PQA involved the staff in a problem solving session which was able to pin-point the root cause of the problem and recommend corrective action.

CLIENT's RESULTS

With only partial implementation of the recommended corrective actions, the client was able to:

- Re-stock shelves within one hour, or less
- Reduce the person-hours spent re-stocking by 50%
- Reduce shelf space requirements by 5000 linear feet
- Increase employee morale dramatically by involving them in the improvement process and making their job easier.