

Case Study

- Fashion Delivery Network Improvement -

A leading retailer was experiencing serious service disruption and cost overruns in their garment supply chain. Special fashion launches were being cancelled or delayed and sales negatively affected by mismatched and unavailable seasonal fashion items.

Analyses showed a lack of cross referencing between garment vendor orders and receipt, between store order and company warehouse delivery and between company warehouses. Delivery mismatching was evident in delivery ability with garments being co-loaded with outbound food deliveries.

A new delivery network was designed and commissioned, specifically for garment distribution together with lightweight clothing specific delivery vehicles. Product collections, inter-warehouse transfers and delivery schedules were revised and tightened for security purposes.

Control processes were computerized and installed to match and monitor fashion launches, clothing manufacturer orders and receipts and subsequent storage, cross docking and delivery with proof of delivery mandated by receipt, order and store.

A revised and service-oriented tariff was introduced for manufacturers using the new network, matching cost to service and revenue.

Store delivery schedules were revised to match fashion launches, ongoing regular order fulfilment and quality.

This revision covered all retail stores, operating hours and fashion service with cost reduction, service improvement and manufacturer/agent harmony.



Contact ACC
Glenn Ross
604-306-6717
glenn@accgroupco.com

Thinking Differently – Executing Quickly