

### Business Case: Building a smart warehouse solution.

#### General Information

Germaxco is a multi-disciplinary logistics group, with capabilities in sea, land and air freight that span diverse logistics solutions across many industries. The company is experienced and equipped to handle general cargo as well as cold storage and hazardous chemicals; and we move fast with our fleet, prime movers and container haulage expertise.

We aim to provide the most competitive freight and logistics rates to our clients and over the years, we have adopted efficient practices in cargo management which make transactions economical and effective for our customers globally. However, Covid-19 has disrupted the way we work and pushed us to adapt new ways to operate effectively and efficiently.

For the 2021 SCC++ challenge, we would like the participants to review and suggest if there is another approach to transform our warehouse into one that is better to enable our customers to have an edge over their competitors, smarter and customizable so that inventory and handling management can be done anytime, from anywhere and on any devices.

#### Issues Encountered

1. Due to restriction placed on migrant workers – cost has escalated, and it is putting pressure on our profitability.
2. Responses to customers' request for release order/delivery orders is also affected.
3. Accuracy of inventory management.
4. Overall productivity in the warehouse.

#### Requirements

1. To transform the way we manage the current warehouse system internally and reduce at least 50% steps in our operation's swim lanes.
2. To improve response to our customer's request for Release Orders/Delivery Order (from average 2 hours to 30 minutes) and increase inventory accuracy to 100%.
3. With the new norm post-Covid19, our solution must be able to allow our employees and customers to continue working from home, have flexible working hours and convenient enough to do it from any devices.
4. Less paper and less carbon footprint.

5. To change the perception of a traditional warehouse and proof to all that going digital can benefit our productivity and scalability due to the reduced human intervention.
6. In future, when there is a large-scale adoption of **community-based online platform** for freight forwarding, our systems must allow us to integrate and interact seamlessly as a Vendor on such platforms. For example: Application Programming Interface (**API**).
7. **Big answer: If all of the above is done well, stress levels can drop by >50%**
8. Include in the study, a budget for implementing the solution.

A note to the participants:

We have considered other options in the past and gave it a missed because:

- Barcode and off-the-shelf WMS system was rejected by us due to the fixed modules that wasn't customizable for our LSP-style warehouse.
- Barcoding all cargoes requires high implementation efforts and our employees were not excited about the WMS system because it could not delivery our objectives in the end.
- Additionally, most of us felt that implementing such simple system will be futile towards the goal of creating anytime, anywhere and on any devices.
- Furthermore, off the shelf system complicates the human factor and project ownership at our workplace.
- I felt that employees did not have the initiatives to bring about positive results.

## Open House

The Open House will be on:

- 03 May 2021 Monday - 10.00am to 12.00pm
- 03 May 2021 Monday - 2.00pm to 4.00pm
- 05 May 2021 Wednesday - 10.00am to 12.00pm
- 05 May 2021 Wednesday - 2.00pm to 4.00pm
- 07 May 2021 Friday - 10.00am to 12.00pm
- 08 May 2021 Saturday - 10.00am to 12.00pm

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***Team leader to send email to the contact person in advance regarding the number of persons going to the open house.***