LEVERAGE
SUPPLY CHAIN GROUP

CASE STUDY

Driving Accuracy and Efficiency with Warehouse Automation



CLIENT OVERVIEW

As part of a broader operational turnaround for a U.S.-based third-party logistics (3PL) provider serving healthcare clients, Leverage Supply Chain Group was engaged to assess persistent quality and efficiency challenges affecting the client's flagship healthcare account.

After identifying critical process breakdowns, Leverage recommended and oversaw implementation of an automated pallet scanning and verification technology to modernize operations, improve accuracy, and reduce labor costs.

CHALLENGE

Manual quality checks, redundant wrapping procedures, and inconsistent labeling were driving unnecessary labor costs and frequent order errors for the 3PL's flagship client.

The client's existing processes limited efficiency and reliability across multiple touchpoints in their shipping and receiving processes.

During Leverage's operational assessment, the team uncovered several root causes impacting order accuracy and profitability.

ASSESSMENT KEY FINDINGS

Contractual Gaps: The client's customer was not providing required Advanced Shipping Notices (ASNs), forcing manual searches for receiving documentation.

Inbound Inefficiency: Loose-loaded containers and missing documentation slowed receiving and increased labor hours.

Inventory Accuracy: Inconsistent QC checks and incomplete labeling caused damages, short shipments, and high return rates.

Lack of Visibility: No reliable system for pallet-level verification or image capture created accountability and traceability risks.

The findings revealed an opportunity to implement an automated, data-driven process that would enhance control, accelerate throughput, and provide real-time visibility across the facility.

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PROJECT OBJECTIVES

I**MPROVE ORDER ACCURACY**: Reduce order errors, returns, complaints and OS&D claims.

IINCREASE EFFICIENCY: Minimize manual verification and QC headcount.

LOWER MATERIAL COST: Eliminate redundant packaging steps.

STRENGTHEN CONTROL: Provide full visibility and photographic records for outbound pallets.

SOLUTION

Leverage developed a warehouse optimization plan that incorporated a technology-enabled solution for automated pallet scanning and verification. The recommended system was integrated to streamline inbound and outbound workflows—automating SKU, lot, and quantity checks while providing photo validation for every shipment.

RESULTS

- **Order Accuracy**: Reduced OS&D claims, surpassing contractual KPIs.
- **Labor Savings**: Decreased QC headcount and manual verification, saving ~$52K annually.
- **Material Savings**: Eliminated redundant wrap, reducing waste and saving ~$10K per year.
- **Order Quality**: Improved order quality by preventing damaged pallets from leaving facility.

CONSLUSION

Through its operator-led diagnostic approach, Leverage pinpointed the root causes of inefficiency and identified a tailored, technology-driven solution and processes to close performance gaps.

The result was a scalable, automated process that improved accuracy, reduced labor costs, and enhanced visibility—restoring client confidence and positioning the 3PL for continued growth in the competitive healthcare logistics sector.