



About Swagelok

Swagelok manufacture precision valves and fittings for pharmaceutical, petrochemical, hi-tech and military applications which are distributed through more than 200 sales and service centres worldwide.

Swagelok Scotland focus on providing solutions that drive down costs whilst at the same time maintaining high performance and safe systems.

“ Our estimate is in excess of 25% operational efficiency savings in the warehouse, but the reality is that there are so many other benefits of SIMPLE that dwarf the operational efficiency. It's the customer experience, and the customer's trust in our systems. It's a great brand enhancer. ”

Peter, Managing Director

The Challenge

As part of its overall strategic plan to deliver operational excellence, Swagelok Scotland wanted a warehouse operations solution that would increase efficiency and traceability as well as improve customer experience. Swagelok Scotland faced many of the challenges common in warehouses; inventory accuracy, picking errors and business processes based on moving paper about, as well as the inefficiency of manually capturing batch codes for traceability.

CCL Solution

- ✔ Installed SIMPLE to work in conjunction with Swagelok's ERP system
- ✔ Automatic Data Capture for efficiency and to eliminate human errors
- ✔ Dynamic Wave Picking to pick multiple orders at the same time with the shortest walk order
- ✔ Electronic Documentation to remove paper and link into other processes e.g. Document Management
- ✔ Full Audit Trail for end-to-end traceability, to support ISO certification
- ✔ Multi Carrier Integration for seamless and accurate label production
- ✔ Dispatch Notification emails to Customers to improve customer service and enhance reputation
- ✔ Status and Activity Reports for greater visibility of work in progress and workload management
- ✔ Cost of delivery analysis by customer

CCL Project Delivery

An initial blue sky meeting took place to understand where the pain points were in the current process. Having identified many areas where CCL could deliver value for both Swagelok Scotland and the wider Swagelok distributor group, a joint team was set up to deliver the project.

The project team then scoped out in detail the customer needs which culminated in a detailed development proposal. Having agreed commercials CCL then started developing the solution.

Training was delivered by CCL the week before go-live and then again the week of go-live to ensure a smooth transition.

The solution was delivered on time and on budget resulting in a new way of managing Goods Inwards, Pick-Pack and Dispatch for multiple carriers, own vehicles, and customer collections.



The biggest order we picked was 350 line items that would normally have taken one guy about five hours to pick, with SIMPLE it took three hours.

Scott, Warehouse Manager

The Results

The success of SIMPLE can best be measured by the real results that Swagelok Scotland achieved, not only with an increase in efficiency in warehouse operations, but also with the improvements felt by the business in a larger sense.

Operational efficiency was improved by 25% with the introduction of SIMPLE. The entire warehouse process moved from paper to online, avoiding having to write down batch codes by hand. Picking error alerts are automatically provided before dispatch so orders can be amended before they leave the warehouse.

Swagelok have live and precise status of their inventory and stock levels and complete visibility of work-in-progress and workload, to forecast and resolve warehouse bottlenecks.

End-to-end traceability for all orders and products has improved Swagelok's customer experience and their trust in the systems.

In 2015, Swagelok Scotland won a Swagelok Innovation Award, establishing SIMPLE as a leading barcode solution within Swagelok.

Other distributorships have since implemented the system and confirmed warehouse efficiency improvements of 25%.

Summary

- ✓ 40% savings
- ✓ 25% operational efficiency savings
- ✓ ZERO picking errors