

Körber Supply Chain

Master Class Series

Today's Class:

Getting your ROI in an Enterprise or SMB WMS
Implementation



Speakers



Thomas Goldsby

Professor

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The University of Tennessee Knoxville



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Supply Chain Master Class: Warehouse Technology Excellence

Why are we here? What are we trying to accomplish?

Class Schedule:

- July 14: 10 Critical Capabilities of a WMS
- July 16: WMS in the Cloud
- July 21: Getting your ROI in an Enterprise or SMB WMS Implementation
- July 23: From production to last mile delivery: WMS as the integration point
- July 28: From a Manual to a Fully Automated Warehouse

Master Class Series – On-Demand

- *Addressing Labor Challenges*
- *Cold Storage Trends*

Housekeeping



- All phone lines are muted
- Recording of today's class and slides will be emailed to you within 48 hours

Questions:

- Ask questions during today's class in the GoToWebinar Questions window
- Questions will be addressed at the end of today's class or we will follow up with questions via email after class

Handout: Holistic supply chain: An end-to-end provider is essential

Poll Question: How well have previous implementations matched your expectations?

Why Projects Fail

- Poor Project Definition and Plan
- Poor Project Management Discipline
- Lack of Executive Level Support
- No Linkage to Business Strategy
- Lack of training across the organization
- Insufficient Resources or Budget



Internal Alignment

Internal Handoff Call

- Why did we purchase a WMS?
- What drove us to select the purchased solution?
- What criteria and ROI scenarios were used in the selection process?

Definition of Success

- What is important to your executive team?
- What is important to your operations team?
- What is important to your customers?

Points of Consideration

- Time requirements
- Seasonality and calendar constraints
- 3rd Party Integrations (i.e. Automation, Host System, EDI)

Solution Definition

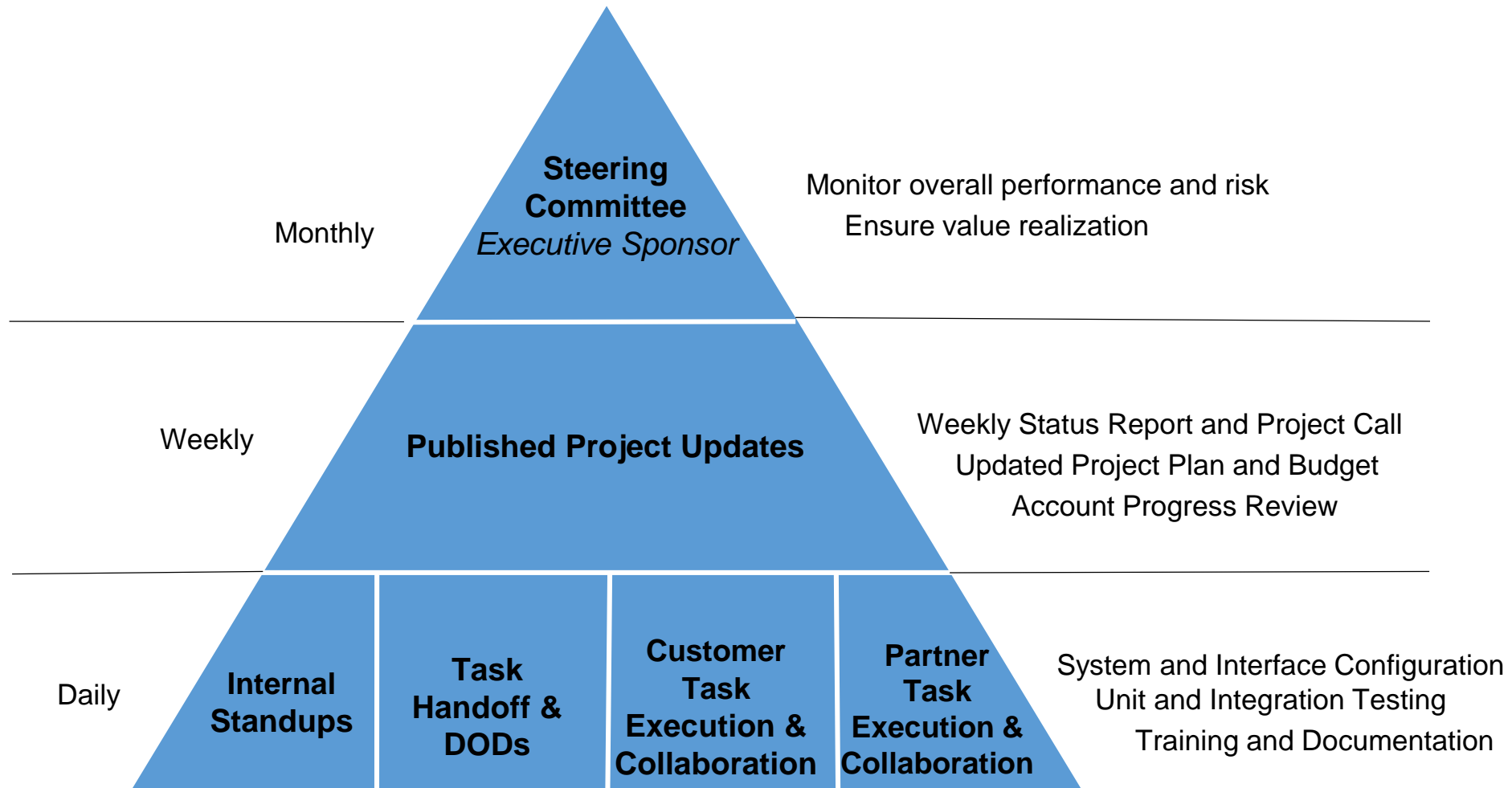
Resource Availability

- Internal Team
 - Executive Sponsor, Project Lead, Technical Lead, Subject Matter Experts
- External Team
 - Executive Sponsor, Project Manager / Technical Lead, Implementation Consultant(s)

Solution Understanding and Fit

- Deliverables that clearly outline how the WMS will operate once implemented
- Verify the internal team has a solid understanding of the deliverables and how they apply to your business
- Verify the deliverables address your stakeholders definitions of success
- Are there clear definitions of done

Project Cadence



User Acceptance Testing and Training

User Acceptance Testing

- Have a plan defined before start testing
- Plan on multiple levels of test
 - Perfect path testing
 - Real world testing
 - End to End testing

Training

- Super user
- End user
- Exception management
- Administrative

Project go-live

Review of company readiness

- Review testing plan
- Review training plan
- Measure the effectiveness of your training

Operational readiness tests

- Plan to perform multiple
- Designed to measure
 - System readiness at volume
 - Team readiness at volume

Continuous improvement

- Review 30, 60, 90 days post go live

Questions & Discussion

Next Supply Chain Master Class



From production to last mile delivery:

WMS as the integration point

With technology resources becoming ever more intertwined system integration and communication has become a critical factor in the success of warehouse operations. Technology can enable holistic supply chain information sharing to gain efficiencies and grow your business. Join Jon Kuerschner on **Thursday, July 23** to learn how a successful WMS integration can serve as a connection point for transparency across your supply chain from production to last mile delivery.

Contributor:

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