

CASE STUDY

**RIGHT FIT, WRONG EXECUTION:
HOW CORNERSTONE EDGE HELPED A
COMPANY MAXIMIZE SCALE WMS CAPABILITIES****ABOUT THE
CLIENT**

Our client is one of the world's largest tool manufacturers, serving customers since the 1850s. With a portfolio of brands built on quality, innovation, and value, they operate in 30+ countries and employ nearly 7,000 people. Their products support industries including industrial manufacturing, vehicle service and assembly, aerospace, electronics, construction, and serious DIY markets.

However, a struggling WMS implementation was disrupting operations, and they needed expert guidance to get back on track.

CHALLENGE

After implementing Manhattan SCALE, the company faced severe system challenges that undermined confidence in the solution. Uncertain whether the system was even the right fit, they turned to KPI Solutions' independent consulting firm for guidance. Recognizing the need for deep Manhattan SCALE expertise, KPI Solutions engaged Cornerstone Edge to assess the situation and drive resolution.





SOLUTION

With over two decades of experience in the supply chain space, Cornerstone Edge has evaluated more than 80 different software solutions. This expertise enabled us to quickly assess Manhattan SCALE to determine its suitability for the operation. A thorough evaluation confirmed that SCALE was the right fit, but system bugs and process gaps were disrupting operational flow.

To address these challenges, we identified 10 key areas for immediate improvement:

- Inefficient replenishment
- Inaccurate picking
- Labor-intensive receiving
- Data integrity issues
- Inconsistent process execution
- Inventory accuracy by location was only at 50%
- Difficulty shipping same-day orders
- Manual processes
- Misallocated product
- Limited ability to track labor

Armed with the knowledge that SCALE was a fit, the tool manufacturer and Cornerstone Edge worked together to address the inefficiencies.



DESIGN

Cornerstone Edge designed a plan to address the issues with a list of recommended action items. These actionable steps included:

- Implementing major configuration changes to the Manhattan SCALE system
- Assigning resources for daily data cleanup
- Rebuilding the training program and recertifying all employees
- Modifying system processes to improve inventory accuracy and add new functionality
- Creating a new wave process within SCALE to accommodate fluctuating volume and same-day shipping
- Adjusting process and system flow to enable pallet building during picking
- Validating outbound labels, refining the QC audit process, and developing bill of lading changes to display total pallets
- Formalizing a labor management plan and developing supporting tools

With a design in place, the team began to implement the changes together. Any issues that arose were addressed, repaired, and tested until resolved.



RESULTS

Once these changes were implemented, the distribution center realized results right away.

1. Clearing Backlogs: Resolved a backlog of 52 containers in receiving, bringing operations up to date.
2. Order Fulfillment: Reduced customer order delays from 12-16 days to real-time fulfillment.
3. Labor Efficiency: Lowered labor costs from 3% to 2% of sales, with a more refined labor planning strategy set for rollout.
4. Inventory Accuracy: Improved location-based accuracy from 50% to 67%, with expectations to exceed 90% by Q1 2026.
5. Workforce Optimization: Streamlined personnel from 175 to 154 between July and September, optimizing labor without compromising productivity.

The collaboration, teamwork, and comradery established among all participants was amazing. Cornerstone Edge is proud to have been part of the manufacturer's solution, and is eager to see what future successes lie ahead. If you're ready to make your supply chain your differentiator, reach out today!

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