

IMPROVING LOAD ACCURACY AND SAFETY THROUGH UPSTREAM AUDIT REDESIGN

Outbound audit process redesign for a global tire manufacturer — \$347,000 in annual net labor savings with 11 PPM dock errors.



> COMPANY BACKGROUND

A global leader in tire manufacturing and mobility solutions, supporting automotive, industrial, and commercial markets worldwide. As the company serves dealers, retailers, and end customers, its operational accuracy and efficiency are critical to maintaining service levels and customer satisfaction.

> BUSINESS PROBLEM

The company relied on scan verification at the dock to ensure shipment accuracy. While effective as a final checkpoint, this process created bottlenecks during loading and introduced inefficiencies late in the fulfillment cycle, as well as safety concerns on the dock. Errors identified at the dock required rework, delaying shipments and impacting throughput.

OUR APPROACH

- ✓ Identify and correct accuracy issues earlier in the workflow
- ✓ Incorporate the verification step within the picking process
- ✓ Reduce dependency on dock-side scan verification

RESULTS

- ✓ Approximately \$347,000 in annual net labor savings while maintaining quality and productivity performance standards.
- ✓ An overall OSD rate of 0.558%, RLO performance of 94 PPM, and dock errors of just 11 PPM — significantly outperforming quality targets.
- ✓ Reduced employee exposure to dock hazards by eliminating dedicated auditors from active loading areas, while improving shipment accuracy and minimizing rework.

\$347K

ANNUAL LABOR SAVINGS

0.558%

OVERALL OSD RATE

94 PPM

RLO PERFORMANCE

11 PPM

DOCK ERRORS

“By shifting verification upstream, TCG helped us improve accuracy while keeping our dock operations moving efficiently and more safe.”

— MICHELIN