Operation Smooth Brews

Making Every Drop Count
Sponsor Objective:
- Audit efficiency of Euclid Beverage's warehouse systems and equipment
- Based on the audit determine changes we, the IPRO Team think they should implement to improve Operations.
Team Structure

- **Improving Efficiency**
  - Basel (Cycle Counting Process)
  - Soren (Road-Net System)
  - Kyle (Beer Order Entry Process)
  - June (On Board System)
  - Kiyomi (Hot Shots/Add-on Process)
  - Rob (Receiving/Pack List Process)

- **Reducing Mistakes**
  - Andrew (Picking Process)
  - Hee (Picking Process)
  - William (Replenishment Process)
  - Rich (Management Reporting)
Team Operation

- Problem-based
  - Identify problems, distribute to team members
  - Increases individual accountability
  - Expected to lead to natural formation of sub-teams as people with similar problems work together
Goals

Overall goal: Identify areas for increased profit or verify areas of current maximization of profit
- Improved efficiency
- Reduced mistakes

- Process map
  - Official process vs. actual process
Progress

- **Process maps**
  - Official maps: complete
  - Actual maps: require more information

- **Reducing mistakes and increasing efficiency**
  - Several areas of opportunity have been identified
  - Areas of low opportunity have been eliminated

- **Site visits**
  - Second visit was recently completed
  - Information is being discussed for verification of actual process maps
Obstacles

- Difficulty of site visits
  - Distance
  - Three shifts – 24 hour operation
  - Time overlap with other classes
  - Solution: sub-teams visits

- Lack of information and experience
  - Solution: Get out there and see it

- Broad scope of problem
  - Solution: Break down task into smaller pieces and divide among team members
Future Challenges

- Analyzing feasibility of solutions
  - Cost and complexity of implementation
- Selling solutions to management
  - Alteration of the client’s usual methods