

Staying organized with a simple inventory solution

A small business with growing pains



Since 1992, Closets and More has provided end-to-end custom closet installation services for residential customers. Based in Marietta, Ga., and serving the Atlanta area, the company evaluates each customer's closet space, manufactures a customized solution including shelving and cabinets, and installs the equipment.

Closets and More installs approximately 10 closets per day, and each of these jobs requires about 100 individual parts. Because each job is customized specifically for the client's home, the parts needed are different every time. After producing and pulling the parts for each job, Closets and More personnel were spending about 15 to 20 minutes checking to be sure that all of the needed components were present. And, of course, as they checked about 1,000 parts per day, Closets and More employees occasionally overlooked a missing or incorrect part.

Opening the door to barcodes



As Closets and More manufactures its closet organization solutions, each part receives a label. But checking these labels manually took too much time and was fraught with potential oversights. So the company decided to move toward a barcode solution.

The company purchased Wasp CountIt inventory software and the Wasp WDT2200 portable data collector. This portable barcode scanning device is used to quickly catalog the items needed for each individual job before it goes out the door. After the items are counted, Wasp CountIt transfers the data back to a PC and creates an exception report, if needed.

CASE STUDY AT A GLANCE...

▶ INDUSTRY

Home services and manufacturing

▶ COMPANY PROFILE

Based in Marietta, Ga., Closets and More provides custom closet design, manufacturing and installation services for residential customers.

▶ SITUATION

Each closet installation is customized, and each requires an average of 100 inventory items. When the parts for each job were assembled, Closets and More personnel were spending up to 20 minutes manually counting and checking to be sure the correct items were included.

▶ RESULTS

Closets and More reduced the amount of time needed to check each job to just two minutes, saving between two and three man hours a day. The time savings and accuracy attained ensures the company achieves its stated customer service objectives.

▶ PRODUCTS USED

- Wasp CountIt software
- Wasp WDT2200 laser mobile device

Saving minutes – at the plant and on the job

“We’ve cut the checking time for a job from about 15 to 20 minutes down to about two minutes, and we get a clean exception report,” Thurman added.

By saving about 13 to 18 minutes checking each of 10 jobs, Closets and More saves between two and three hours per day. Plus, by using a scanner and automated inventory counting solution, the company has virtually eliminated human error. As a result, closet installers arrive on the job with the exact set of parts needed to complete their work, on the first visit.

“We are a just-in-time manufacturer, so the two to three hours we gain each day allows us to spend more time making doubly sure everything is right,” Thurman said. “We strive for a 90 percent first-pass completion for all of our installations. The time we gain helps us to achieve these rates.”

The barcode solution also prevents installers from having to return to the plant, which can become costly and negatively affect profitability.

“For every job we have to go back to, it costs a minimum of \$150 just to send the truck and an installer, not counting the time spent finding the error,” Thurman said.

“ We’ve cut the checking time for a job from about 15 to 20 minutes down to about two minutes, and we get a clean exception report. ”

Alvin Thurman
Systems Administrator
for Closets and More