GARNER. | ACCELERATING SUPPLY NETWORKS

Visibility leads to improved resource scheduling

The Customer Environment

A project site contractor receives orders from multiple stakeholders. Inefficiencies in this part of the operation are a key driver for cost overruns and on time overruns.

The Challenge

All shipments over 5000 lbs. (25-30% of shipments) require some special equipment beyond a standard forklift, such as a zoom boom, a special loader, or a crane, but not all receivers are trained to operate all types of equipment, and contractor receiving teams generally schedule work two to three days in advance.

When shipment schedules change, ETA notices are received by the contractor who then modifies allocations to the receiving team. If the contractor learns about delayed shipments on the morning of the expected arrival, team plans have already been made. This leaves equipment and operators idle while waiting for products. Often, the supervisor of the surplus receivers attempts to find another team who can make use of the surplus labour. This process leads to inefficient use of the supervisor's time and to underutilization of receiver's labour, ultimately driving up project costs and compromising project schedules.

The Solution

Garner's software solutions provide timely notifications to the receiving team so they are able to adapt and respond to changes. The easy to use site loadboards provide dashboard style information so that operators can ensure that the right equipment and resources are available to meet peak demands, and to scale back when volumes dip.

The Results

Scheduling visibility and responsiveness improves the efficiency of the team, and maximizes the use of labour and equipment resources. Working with GARNER, receiving manpower can be allocated based on expected shipments with extra, or specialized, receivers added if expected shipment volume is high. Surplus receivers and equipment can be redeployed to other teams as needed. Supervisors are able to act proactively with current and accurate delivery information.

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