



USE CASE

WebstaurantStore Mobilizes Shipping Operations to Serve Up Supplies to Restaurants Faster and More Efficiently

“DTG’s Workbench PowerStations have saved our auditors roughly two hours per shift, since they no longer need to walk back and forth multiple times to create BOLs for shipment,” said Mike Reigel, Shipping Manager, WebstaurantStore. “This is a huge time saver. The mobile workstations also allow auditors and managers to go to the associate—instead of the associate going to them—whenever issues arise that need their attention. The workstations are becoming a game changer in our warehouse.”

DTG Workbench PowerStation Brings Productivity to the Point of Task

[WebstaurantStore](#) is the largest online restaurant supply store servicing professionals and individual customers worldwide. With hundreds of thousands of products available and millions of orders shipped regularly, WebstaurantStore is committed to providing restaurateurs and business owners with everything they need—from commercial refrigerators to plasticware—quickly, cost-effectively and conveniently.

Yet, as the breadth of products and markets it serves

THE PROBLEMS

- Wasted steps moving between fixed workstations
- Processing errors due to manual tasks
- Increased risk for injury as workers traversed the expansive warehouse

THE SOLUTION

- DTG ProblemSolver PowerStations

THE RESULTS

- ✓ Eliminated warehouse motion waste
- ✓ Removed possibility of lost BOLs or inaccurate paperwork
- ✓ Enabled reallocation of space used for fixed workstations
- ✓ Improved employee experience
- ✓ Boosted productivity

increases, and customers become accustomed to ever-faster delivery schedules, the company was looking for ways to boost efficiency and streamline the shipping process. They also needed to make it easier for auditors and other staff to properly document and process orders more accurately.

A Wasteful Shipping Process

A key problem impacting productivity was the sheer size of the warehouse—millions of square feet of space—which makes simply traversing the site and performing key operations along the way an error-prone and time-consuming process.

For everyone involved, from shipping associates to auditors and managers, the traditional process involved an excessive amount of back and forth and a number of manual processes.

Walk to the product ready for shipment

Manually collect shipping information

Walk to a fixed workstation for staging into the warehouse management system (WMS)

Produce the bill of lading (BOL) at another fixed workstation

Walk back to the product and attach the shipping information to the pallet



It was estimated during a Lean/Six Sigma analysis that roughly 240 minutes (or \$109) was wasted each day in unnecessary steps.

BARCODE SCANNERS ONLY PART OF THE SOLUTION

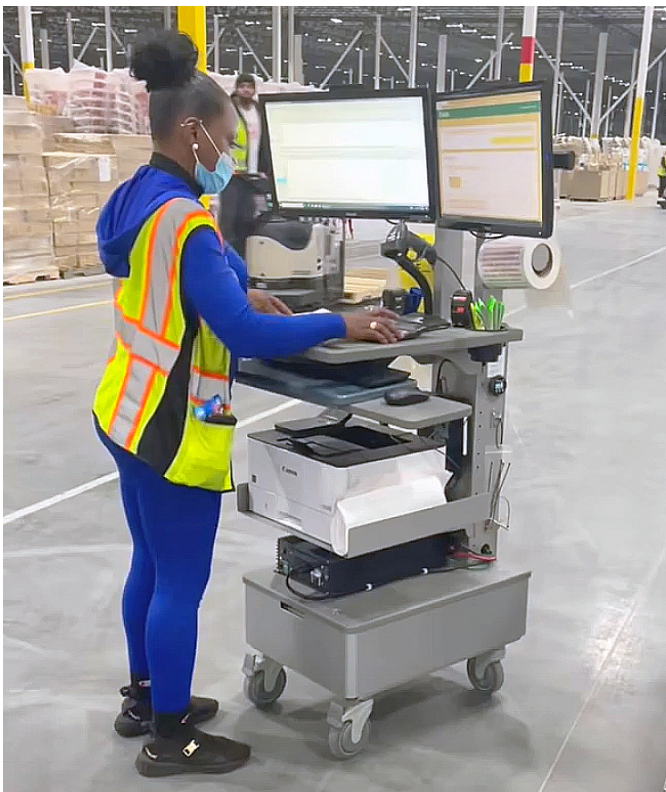
WebstaurantStore was looking to automate the shipping process by deploying barcode scanners and other technologies. The problem was that these devices required lots of power and needed to be recharged regularly. Additionally, the WMS resided on a fixed workstation, so accessing it involved traversing the busy warehouse with manual paperwork while dodging forklifts and other equipment. These steps posed a potential injury risk, caused motion waste, and increased the chance for errors in transit.

Changing the Big Picture: Mobilizing Staff, Removing Motion Waste

WebstaurantStore turned to DTG's Workbench PowerStations to mobilize staff and bring productivity to the point of task. The mobile, battery-powered workstations enable staff to bring all that they need with them to effectively prepare products for shipment. This drastically reduces the back and forth involved in preparing an order for shipment, and it removes the possibility of lost tags, labels or paper work.

Walk to the product
ready for shipment

✓ Scan the barcode, stage it in the WMS, print a BOL, attach the shipping information and labels to the product—all from the same location



"We love the flexibility that the DTG PowerStations bring us," said Ashley Ross, Continuous Improvement Team Leader for WebstaurantStore. "We can move them around to handle different packing types. One day they may be used for single-line packing, and another day multi-line or non-conveyable packing. We're never constrained in where we can take them."

Additionally, since the PowerStations are fueled by DTG's advanced battery system built upon safe and eco-friendly Lithium Iron Phosphate (LFP) batteries, they can operate 24/7 with 100 percent uptime. This reduces the need to revisit a recharging station within a shift and keeps everything running efficiently and dependably.

As an added bonus, valuable floor space is freed up for other functions. Laptops, barcode scanners and printers are accessible from the PowerStation, and fixed workstations and printers are no longer needed.



Customizable Workstations Provide Even Greater Flexibility

*“The design of the DTG Workbench PowerStations allows us to **customize them to make them our own**, providing each associate with everything they may need during a shift,” said Reigel. “We adapted our PowerStations to accommodate two screens for viewing critical files and data. We added a pull-out tray for a computer mouse, space for a barcode scanner, a drawer for the printer, and we even added a trash can so they won’t need to search for one.”*

Thanks to DTG Workbench PowerStations, WebstaurantStore has made significant productivity gains and boosted the employee experience.

► ABOUT DTG

DTG is the global leader in the design, development, and delivery of power systems and mobile workstations. We are committed to designing custom industrial workstations that combine innovation, ergonomics, and usability to meet the unique needs of your customers, your workflow, and your environment.

For more information, visit www.DTGPower.com