



GLASS DISTRIBUTOR RETAINS MARKET SHARE WITH NEW BAR CODE SYSTEM

PPG AUTO REPLACEMENT GLASS

CHILLICOTHE, OHIO



industry

DISTRIBUTION

applications

SHIPPING/RECEIVING

situation

PPG Auto Replacement Glass in Chillicothe, Ohio, is the largest automotive glass distribution center in the world. The company's 350,000-square-foot site ships to repair and installation facilities from an inventory with literally hundreds of different sizes, colors and shapes of windows, windshields and automotive glass to repair and installation facilities.

critical issue

PPG was losing customers because it could not meet delivery requirements on time. Mistakes related to incorrect shipments had resulted in lost customers, as well as extra costs associated with freight and labor charges in order to correct shipment errors.

reasons

With hundreds of glass parts to choose from, workers found it difficult to identify and properly put away and pick the right type of glass when required. The situation is complicated even further by the fact that PPG typically hires temporary workers to assist during peak demand seasons.

vision & capabilities

PPG's management wanted a better, faster, more efficient way for workers to easily identify each particular piece of glass (color, size, shape, strength, etc.) and determine its exact location so that picking and shipping operations could be improved. Management hoped a bar code data collection system would provide the answer. They envisioned a new data collection, dissemination and verification process for tracking the glass. Management wanted workers to affix bar code labels to glass in the receiving area, and then use bar code scanners to read the labels at each of the following four steps: 1) in receiving; 2) during putaway; 3) during re-packing; 4) prior to shipping.

intermec solution

Intermec equipped the location with a MODEL 200 Universal Network Controller that controls the site's new radio frequency (RF) bar code scanning system. Intermec's MODEL 3400 Direct Thermal/Thermal Transfer Bar Code Printer provides bar code labels that are applied to glass in the receiving area. Workers used approximately 70 JANUS™ J2010 Hand Held Computers with MODEL 1517 Laser Scanners at the site, and MODELS 9181 Base Station Receiver and 9183 RF Repeater provide the 900 MHz communications backbone on which all bar code scans are uploaded and downloaded.

benefits

Shipments are processed and turned around much more quickly than ever before, and all shipping errors have virtually been eliminated. PPG hopes to regain market share by keeping customers satisfied with accurate and prompt deliveries. PPG spent \$300,000 on the system's hardware alone, and expects to recoup their investment 18 months after installation.