



MANUFACTURER CUTS SHIPPING ERRORS & ADDS NEW SERVICE FOR CUSTOMERS

COPELAND CORPORATION

RUSHVILLE, INDIANA



industry

MANUFACTURING – HEAVY EQUIPMENT

applications

SHIPPING/RECEIVING • WORK-IN-PROCESS

situation

Copeland is one of the world's largest manufacturers of compressors for the refrigeration and air conditioning markets. Copeland employs approximately 2,000 people at 12 manufacturing plants, including its facility in Rushville, Indiana.

critical issue

The Rushville manufacturing plant was suffering from high error rates in outgoing shipments and incorrect inventory placement when receiving parts from sister plants and suppliers. As a result, productivity was lower than comparable Copeland plants, and the site incurred extra freight and labor costs associated with resolving mis-shipments to customers.

reasons

Rushville was using a paper-based system to track incoming parts and outgoing shipments. This system was fraught with errors and delays when paperwork was keyed into the mainframe computer. The site lacked a real-time inventory and shipping system that would give workers and management up-to-date information.

vision & capabilities

Copeland's management at the Rushville plant wanted accurate, timely information that would result in more efficient picking and shipping operations. Also, Copeland wanted to dramatically improve shipping service by providing customers with advanced shipping notices (ASNs). These would alert customers as to what would be on the next shipment to them, as well as when the delivery truck would be leaving and its estimated arrival time. Copeland wanted the system to be automatic, so that as soon as customer shipments were ready, a fax would immediately be sent to key departments at the customer's receiving site. This would allow Copeland's customers to prepare incoming parts for their just-in-time processes.

intermec solution

Intermec provided Copeland's Rushville plant with a 900 MHz radio frequency (RF) bar code system that: handles all download/upload tasks between bar code scanners and the host computer; controls the RF system communication and data handling functions; and automatically sends the ASN faxes. Intermec MODELS 9180 RF Network Controller and MODEL 9181 Base Station Receiver provide the wireless backbone. The site also uses about twenty Intermec JANUS™ JR2020 Hand Held Computers with built-in scanners.

benefits

Copeland estimates that savings derived from fewer mis-shipments will pay for the new system in 2.5 years. More importantly, customers are pleased with the timely shipping information provided via the faxed ASNs.