

COMPANY: SCAPA ITALIA

MARKET: COMMUNITY AND COMMERCIAL CATERING

THE BENEFITS OF VOICE:

OBJECTIVES

- ▄ Improved quality
- ▄ Increased ROI productivity in less than 18 months

RESULTS

- ▄ Improved shipment quality
- ▄ Productivity increase: + 15%
- ▄ Significant reduction of over 50% of preparation errors
- ▄ Training cut down from 4 to 1 week

FUTURE IMPLEMENTATIONS

- ▄ Inventory
- ▄ Ventilation
- ▄ Vehicle loading



Scapa Italia: experience, professionalism and organization

Scapa Italia offers high quality food supply services for community and commercial catering businesses, including product selection and distribution, support in nutritional, management and operating decisions, and a constant search for natural and organic products to respond to new market trends.

Established in 1975, Scapa Italia quickly became the Italian leading food supplier in the resorts, hotels, hospital facilities, senior residences and school catering sectors. Proof of the company's achievements are the many certifications that Scapa has attained over the years, as a result of the meticulous controls performed, the diligent organization, and the carefully studied logistics. The customer receives all products ordered in a single delivery on rolcontainer to reduce unloading time and simplify work.

Today, with 5000 references, the food product range is complete and extensive. In regards to the selection of DOP, IGP, natural and organic products it can respond to any nutritional requirements.

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Andrea Franchina,
IT Manager at Scapa Italia

THE CHALLENGE

Enhancing the quality of provided services

Scapa Italia, which bases its level of efficiency on the quality of delivered services, realized that in order to improve the quality of its services it would have to work on its internal product picking processes used to prepare orders. It was clear that there was a need to move from paper based picking to electronic picking, a choice that would also enable it to manage any variations made by customers in real time.

THE SOLUTION

Voice technology: hands and eyes free, with the mind focused on operations

Right from the start Scapa Italia was certain that the ideal solution for its requirements had to be a voice based solution that would enable its operators to work hands and eyes free, it was an essential need when working with parcels of various sizes and weight. Following a careful analysis Scapa Italia chose KFI as its technology partner its experience developed directly in the field and the professionalism of its people were winning factors – and the fact that Vocollect was a key Partner in voice solutions. “KFI and Vocollect are the two companies that have proven to be most receptive to our needs, but above all, the existing implementation that we saw was very fitting to our own very particular environment,” explains Andrea Franchina, IT Manager at Scapa Italia. In 2008 KFI worked on the implementation of Talkman T5 terminals which served to equip 35 multilingual operators that everyday move 40,000 parcels delivered across Italy using 37 vehicles, for a total of 250 customer orders.

“Given the excellent results, once the new 25,000 square meter Marzano (Pavia) warehouse becomes operational, Scapa Italia will use Vocollect Voice from the outset, for the inventory as well as for ventilation. Additionally, for the future we intend to use voice also to prepare vehicles so that operators can verify more rapidly that rolcontainer have been correctly loaded.”

Andrea Franchina,
IT Manager at Scapa Italia

With Vocollect Voice, operators receive clearly spoken indications on the products to be picked, the amount, and which rolcontainer they have to be placed on. The result is a great picking solution within the 9,000 sq.m. of the CeDi, which consists of three different areas dedicated to dry, refrigerated and frozen food, with different characteristics and requirements.

With KFI's support the entire system is now capable of understanding when the operator, picking in the dry warehouse section, has to pick a single piece as opposed to the entire parcel. For refrigerated and frozen food, picking is based on variable weight: meaning it is a necessity to closely match the weight requested by a customer. With Vocollect Voice the operator is guided exclusively by voice instructions to pick a maximum of two pieces, more pieces require the use of a Symbol LS4278 scanner to read the bar codes; in this way the voice system verifies if the amount picked is correct, subtracting the weight and communicating the remaining weight to be picked. The operator also replies vocally indicating the weight with two decimals. Finally, for the frozen warehouse it was necessary to ensure operators could hear voice instructions in a very noisy environment, due to the refrigeration systems (-20°C). The problem was solved by KFI with the introduction of the Vocollect SR headsets, specifically designed for environments of this kind.

THE RESULT

Considerable improvement in picking accuracy with the help of Vocollect Voice

With the implementation of Vocollect Voice, Scapa Italia has achieved several benefits: accurate deliveries and correct weights delivered. Scapa Italia achieved its goal to enhance quality of service while reducing significantly, over 50%, the number of preparation errors.

Operator productivity has increased by 15% with training time cut down from 4 to 1 week.

Franchina comments, “Given these excellent results, once the new 25,000 square metre Marzano warehouse becomes operational, we will use Vocollect Voice from the outset, including for inventory as well as for ventilation.” Additionally, for the future we intend to use voice to prepare vehicles so that operators can verify more rapidly that rolcontainers have been correctly loaded,” points out Andrea Franchina.



Vocollect Europe:
Voc_ita@vocollect.com
02 45480290
www.vocollect.com/it

KFI:
www.kfi.it

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