



Case Study: DHL Supply Chain



INDUSTRIAL CASE STUDY

Overview & Challenge

DHL Supply Chain is a leading global brand in the logistics industry with more than 49,000 employees and nearly 500 warehouses and offices. They were founded in 1954 and offer logistics services, including warehouse solutions, transport solutions, packaging solutions, eCommerce fulfillment solutions, and more.

Their Automotive, Engineering, Chemical and Energy/Industrial (AEMCE) segment differs from other DHL segments in that they don't follow a traditional retail peak. Instead, there are seasonal surges for manufacturing and construction.

As the economy has changed over the past few years, mainly reeling from Covid, the segment has seen surges and then drops of volume. The peaks and dips have prompted a need for the operations teams to be flexible at a moment's notice to handle increases and decreases in order volumes while getting orders out on time and accurately.

Along with the seasonal surges, manpower and filling open positions is a global issue, with salaries higher than ever.

The team knew that they needed to move away from their Material Handling Equipment (MHE) of center rider pallet jacks and platform rider pallet trucks to improve their efficiency, the quality of their picks, and employee morale.

DHL Supply Chain worked with the Locus team on a solution to increase employee retention and improve productivity to fulfill their needs.

Critical Factors for Implementing Warehouse Automation



Global logistics provider doubles input with LocusBots



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Results

Locus and DHL Supply Chain deployed a warehouse execution platform and autonomous mobile robots (AMRs) along with a suite of dashboards and actionable reporting tools for this operation.

Within the DHL product line that Locus supports, there is case pick and each pick. This can get confusing for the associates as they'll have to either open up a case to take another case out or pick one little tube out of one of the cases. Locus has helped end that confusion for the workers with the picture displayed on the bot of what exactly they are supposed to pick. This has helped associates accurately pick at each location instead of having to call inventory.

As associates are working with the bots, they are also being upskilled in technology. Two bot pickers have moved to leads in their areas thanks to the knowledge they've gained from working with the Locus bots and their performance.

The floor managers and associates alike appreciate the Locus dashboards to see the number of open orders and units, what has been picked for the day, and the performance of each individual associate. Managers can gain a full update of Locus in 60 seconds by analyzing one screen to see every open pick on the map in a bird's eye view.

Locus Robotics has spurred DHL Supply Chain to improve other areas of their building, from the conveyor line to improved packaging operations. The AEMCE team at DHL continues to share new ideas they've learned from Locus with the Innovation Managers throughout other DHL segments.

Results

3x

Total Cases Picked

- + Improved order accuracy
- + Fast implementation
- + Increased employee satisfaction

