

# Staying Organized with a Simple Inventory Solution

## BUSINESS CHALLENGE

Custom, just in time manufacturer requires proficiency and attention to detail for every customer supported. Anything less affects the bottom line. And with an average of 100 inventory items on hand, Closets and More personnel spent valuable time on the accuracy of picking and assembly efforts.

## SOLUTION

Closets and More exceeds customer expectations using Wasp CountIt to ensure custom solutions contain the right items before ever departing the warehouse. In addition to the expenses saved for lost time and labor, CountIt enhances warehouse accuracy, pick rate, and productivity.

## BENEFITS

**20** minute production check | then  
**2** minute production check | now  
**90%** FASTER service with  
**100%** ACCURACY

## CUSTOMER PROFILE

Based in Marietta, Ga., Closets and More provides custom closet design, manufacturing, and installation services for residential residents in the greater Atlanta-area



*We've cut the checking time for a job from about 15 to 20 minutes down to about two minutes, and we get a clean exception report.*

*-Alvin Thurman, Systems Administrator, Closets and More*

## A small business with growing pains

Since 1992, Closets and More has provided end-to-end custom closet installation services for residential customers. Based in Marietta, Ga., and serving the greater-Atlanta area, the company evaluates each customer's closet space, manufactures a customized solution, including shelving and cabinets, and installs the equipment.

Closets and More installs approximately 10 closets per day, and each of these jobs requires about 100 individual parts. Because each job is customized specifically for the client's home, the parts needed are different every time. After producing and pulling the parts for each job, Closets and More personnel were spending about 15 to 20 minutes checking to be sure that all of the needed components were present. And, of course, as they checked about 1,000 parts per day, Closets and More

employees occasionally overlooked a missing or incorrect part.

## Opening the door to barcodes

As Closets and More manufactures its closet organization solutions, each part receives a label. But checking these labels manually took too much time and was fraught with potential oversights. So the company decided to move toward a barcode solution.

Closets & More invested in Wasp CountIt inventory software and a Wasp mobile computer. The mobile computer was used to quickly catalog the items needed for each individual job before it goes out the door. After the items are counted, Wasp CountIt transfers the data back to a PC and creates an exception report, if needed.

## Saving time & getting it right the first time

"We've cut the checking time for a job

from about 15 to 20 minutes down to about two minutes, and we get a clean exception report,” Thurman added. By saving about 13 to 18 minutes checking each of 10 jobs, Closets and More saves between two and three hours per day. Plus, by using a mobile computer and automated inventory counting solution, the company has virtually eliminated human error. As a result, closet installers arrive on the job with the exact set of parts needed to complete their work, on the first visit.

“We are a just-in-time manufacturer, so the two to three hours we gain each day allows us to spend more time making doubly sure everything is right,” Thurman said. “We strive for a 90 percent first-pass completion for all of our installations. The time we gain helps us to achieve these rates.”

The barcode solution also prevents installers from having to return to the plant, which can become costly and negatively affect profitability.

“For every job we have to go back to, it costs a minimum of \$150 just to send the truck and an installer, not counting the time spent finding the error,” Thurman said.

## WASP HELPS CLOSETS AND MORE:

- Get assembly items out the door quickly and accurately so they are able to maintain their service standards
- Save valuable time and money by automating production process
- Increase customer loyalty and employee satisfaction with a simple solution that increases effectiveness

*We are a just-in-time manufacturer, so the two to three hours we gain each day allows us to spend more time making doubly sure everything is right. We strive for a 90 percent first-pass completion for all of our installations. The time we gain helps us to achieve these rates.*

*- Alvin Thurman, Systems Administrator, Closets and More*

## MORE CASE STUDIES



Racesource Inc.



Maxim



TopGolf