

Building Efficiency in Warehouse Management



Stryker Canada's warehouse receives and distributes goods imported from Stryker manufacturing facilities located throughout Europe and North America. This warehouse ships over 300 orders daily to hospitals and clinics across Canada for next day surgery, using a variety of couriers and express package carriers. Given the critical need for these items, accuracy and reliability of deliveries is essential to success. To quickly and consistently pick the right carrier for shipment, Stryker uses the Descartes Transportation Management, Pick, Pack and Ship solution. This solution provides accuracy and visibility from the loading dock to the customer's door, and enables users to make efficient shipment decisions based on factors such as rates, service levels, and the required delivery date.

“Without Descartes we would need a whole floor of shipment computers to address each carrier given the large volumes we deal with daily.”

John Steinberg

National Logistics Manager, Stryker Canada

Company Profile

Stryker Canada
Medical Technologies

Descartes Solutions

Descartes Advanced
Pick, Pack, and Ship™

About the Client

Stryker is one of the world's leading medical technology companies and, together with its customers, is driven to make healthcare better. The company offers innovative products and services in Orthopaedics, Medical and Surgical, and Neurotechnology and Spine that help improve patient and hospital outcomes.

Quick Overview

Challenge

Multiple Small Package Carriers for
Mission Critical Delivery Cycles

Solution

A Single Point of Access
for Carrier Management

Results

- Increased Accuracy
- Streamlined Processes
- Greater Efficiency
- Superior Customer Service

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Challenge:

Multiple Small Package Carriers for Mission Critical Delivery Cycles

“Our business is built on service. That’s what distinguishes us,” says John Steinberg, National Logistics Manager for Stryker Canada. “Some carriers are better for certain types of shipment or for serving specific regions, and others are better at rush deliveries. Given the different types of orders we process, we use a number of different carriers to ensure our products get delivered to the right place on time.” As with many warehousing organizations, inventory optimization is an essential requirement since space is at a premium at the 9,000 sq. ft. facility. At the same time, pick, pack and ship functions must be handled quickly and efficiently in order to meet tight deadlines and a wide range of order requests – many of which can come from the same hospital in a single day.

Solution:

A Single Point of Access for Carrier Management

Operators and distribution staff at Stryker use the Descartes solution to process orders coming into the warehouse. After order items are picked, scanned and confirmed, the container goes to one of three shipping areas where the order number is scanned to display the order on a screen. For greater efficiency, each shipping area is dedicated to a specific product line – for Stryker, it is master packing, bulk and large quantity items, and surgical instruments.

Once the container arrives at the appropriate station, the Descartes Pick, Pack and Ship solution recommends a carrier based on delivery service needs (e.g. rush or standard, guarantee requirements), costs and geographical locations, as well as historical performance data. “Without Descartes we would need a whole floor of shipment computers to address each carrier given the large volumes we deal with daily,” Steinberg explains.

Once the solution recommends which carrier to use, the shipment is confirmed, a carrier compliant label is affixed, and it is sent to the appropriate pickup station where each carrier performs scheduled pickups twice a day. Once the item is scanned and shipment is confirmed, information on the shipment is sent back to Stryker’s operating system to populate the accounting system for invoicing and status tracking. Customer service representatives can also use the information gathered to check the status of orders.

Results:



Increased Accuracy

Stryker Canada reports that its ISO9001 certified facility in Hamilton, Ontario has been able to achieve a phenomenal 99.97% picking accuracy rate.



Streamlined Processes

The Descartes solution has helped eliminate the need for separate systems to manage each carrier. Critical delivery service expectations are now met by choosing the right carriers and services.



Greater Efficiency

Each shipping station handles the full range of carriers, services, rates, and labels, cutting workstations and improving warehouse efficiency. Integration with accounting packages streamline invoicing and revenue recognition improving warehouse efficiency.



Superior Customer Service

The company can provide customer service with visibility into the status of shipments, allowing for a smoother running operation.