



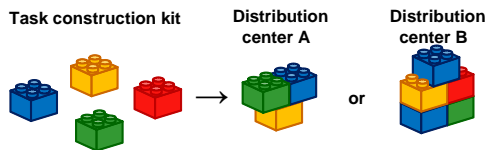
Initiating structure

How can you decide whether the performance of your distribution center is satisfactory? Of course it is always beneficial to look beyond ones own nose, but with whom do you compare yourself, and how do you make a sound evaluation?

➔ Comparability is achieved by observing identical tasks.

E.g. storing and picking whole pallets

➔ Resemble your individuality by a modular system of predefined tasks.



➔ Individual performance benchmark for all identified tasks.

Competitive athlete A (decathlon):

100-meter sprint: 10 sec

high jump: 2,00 m

- evaluating the sprint performance: comparing it to that of other sprinters
- evaluating the high jump performance: comparing it to that of other high jumpers

This approach guarantees that we never compare “apples and oranges”!



Participation

Participation is possible for every distribution center that would like to evaluate its performance in the continuous improvement process.

According to the definition of the Warehouse Excellence Study, all facilities within logistic networks that receive goods, store them temporarily and forward them are referred to as distribution centers. These include facilities like cross docking centers or raw material warehouses within plants.

Within the benchmarking only anonymized data will be used. The confidentiality of your data is absolutely given!

Contact



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Warehouse Excellence

Evaluating the performance of distribution centers with the Distribution Center Reference Model (DCRM)

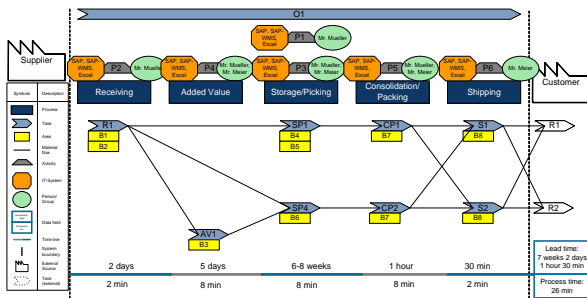
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Benefit

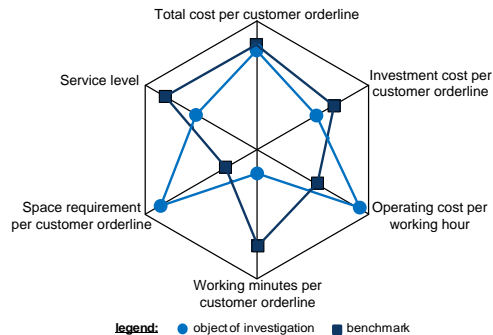
The Warehouse Excellence study offers:

- A Standardized method for measuring and evaluating the performance
- Comparability with other distribution centers
- International participants
- Anonymity and confidentiality



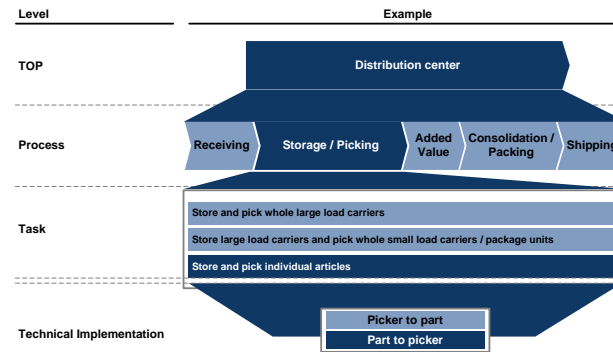
Results:

- The Structure and transparency of your organization
- Classification of your efficiency
- Classification of your effectiveness
- Pointing out improvement opportunities and action alternatives
- Individual result reports (aggregated and detailed)



Structure

The Distribution Center Reference Model has a hierarchical structure with four levels:



The Top Level gives an aggregated overview of the distribution center.

The workflows on the Process Level resemble by the flow of materials.

The Task Level is the most important level within the DCRM. All processes are separated into comparable tasks.

The Technical Realization Level allows for each task to be compared with a "virtual benchmarking partner", which is represented through an analytical model.



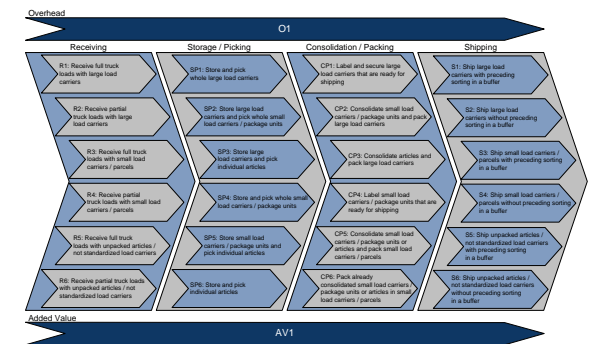
Task level

The Task Level is the key element of the Distribution Center Reference Model.

On this level distribution centers can be structured by the DCRM modularity.

The tasks describe process specifications, which are essential for a defined result based on external requirements.

For example "storing and picking of complete large loads" is one task within the process of storage and picking. Therefore, it is not important which goods are on the large load carrier and which technology is used for the realization of this task. For similar structures the comparability of two tasks is given.



Processes and tasks of the DCRM