



 '09 IFDA
Distribution
Solutions
Conference

Best Practices for Today's Times





Voice Selection Implementation Schedule for Performance Food Service

- **Pilot Fall of 2007**

- **January 2008 through March of 2009 rolled out to 17 distribution centers**
 - **Implementation Team**
 - **Consisted of two people dedicated full time to the project**

 - **Two / Three weeks per location**

 - **Implementation Process**
 - **Configure Units**

 - **Voice profile selection crew**

 - **Train selectors on voice commands**

 - **Train local management**



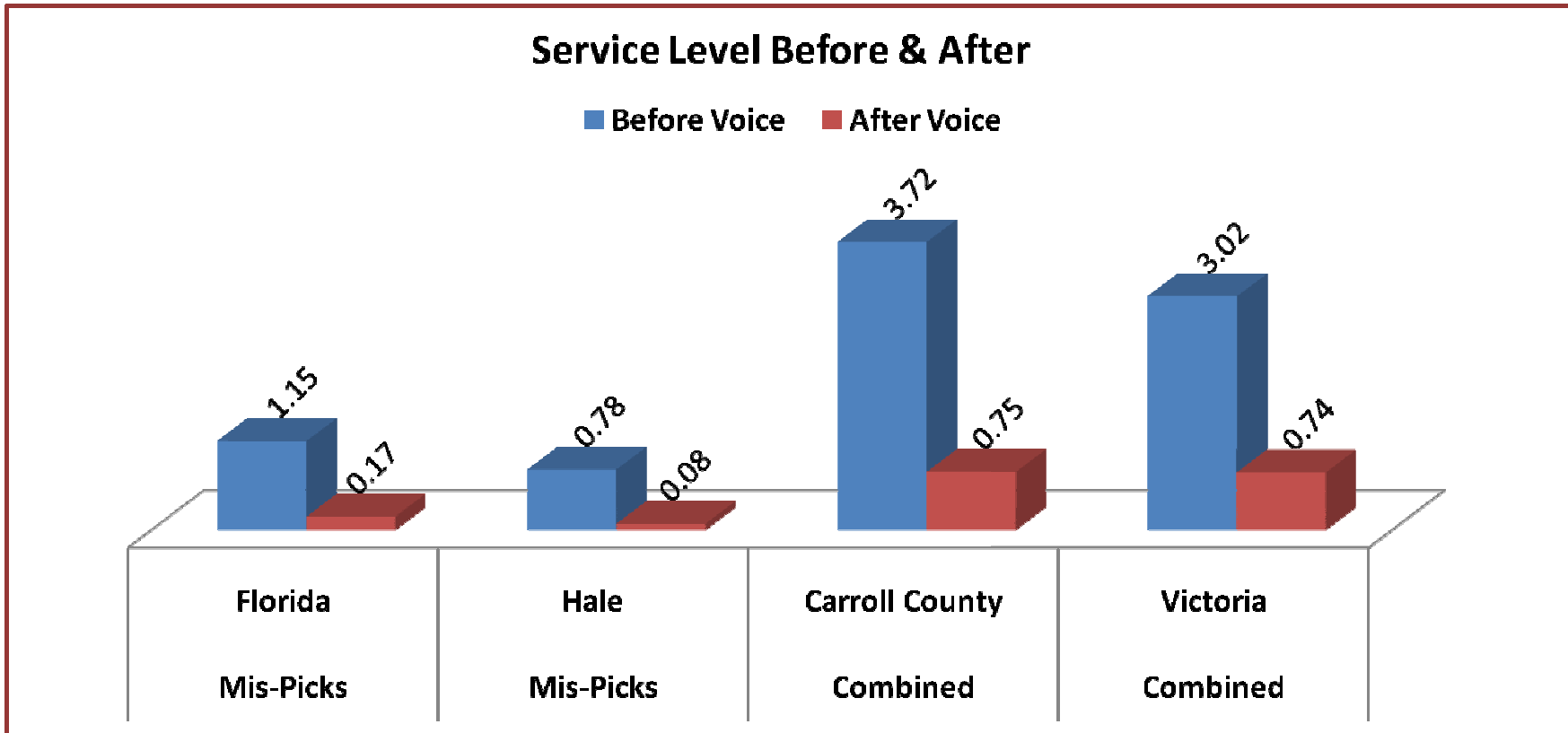
Results that Speak for Themselves

- **99.96% Pick Accuracy**
- **54% improvement in service levels**
- **50% Reduction in Truck Shorts**
- **ROI in less than 7 months**





Mis-Picks & Truck Shorts Before & After Implementation of Voice

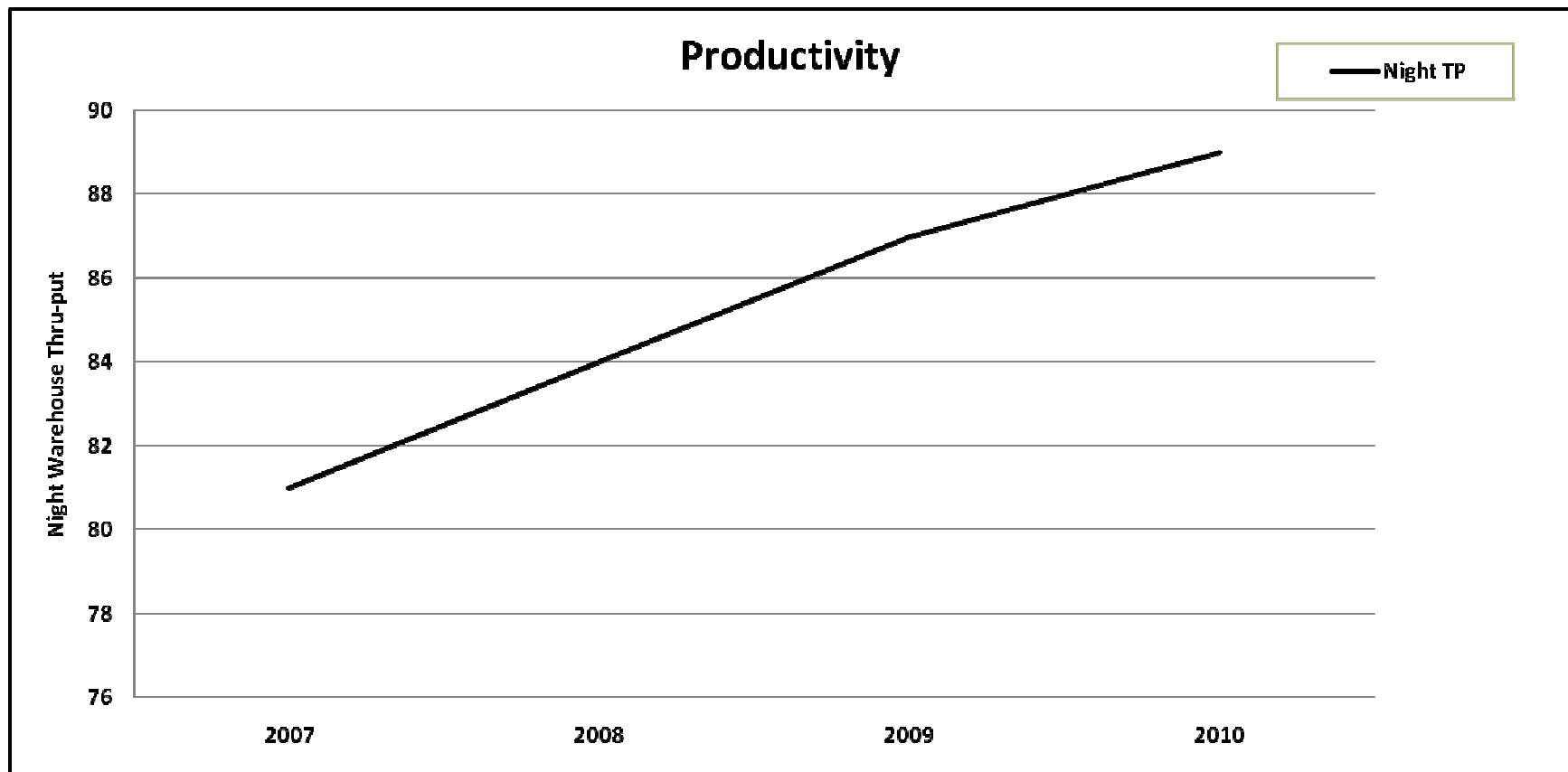


- PFG – Florida 85% Reduction in Mis-Picks
- PFG – Hale 90% Reduction in Mis-Picks

- PFG – CCF 80% Improvement in Service Level (Mis-Picks & Truck Shorts)
- PFG – Victoria 75% Improvement in Service Level (Mis-Picks & Truck Shorts)



Productivity Before & After Implementation of Voice Selection



- Reduction in Turnover
- Learning Curve for New Selector Decreased
- Reduction in Clerical Support



Added Benefits and other Considerations

- **Reduced Truck Shorts by establishing a link between the voice system and our WMS system**
 - **Selector arrives at a empty pick slot; says “*Short this Item*”; requests shows up on the RF screen as the #1 priority for the lift operator in that area**
 - **Selector is notified by voice system when the replenishment to that slot is complete**

- **Shorter training period for new selectors**

- **Reduction in turnover**

- **Productivity increase due to selectors are more focused**

- **System is not mission critical (pre-printed labels)**

- **Voice selecting equipment allows selectors to be hands free**

- **Able to track and communicate with selectors during the selection process**