



A Triple Crown Event

DISTRIBUTION, TECHNOLOGY & SUPPLY CHAIN



The Foodservice Distribution CONFERENCE & EXPO



**The Foodservice Distribution
CONFERENCE & EXPO**
OCTOBER 7-9, 2007
LOUISVILLE, KY



Using 3PL Unloading Services to Improve Receiving

October 7, 2007



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LMS Intellbound, Inc.

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Agenda

- **Search for a 3PL Partner**
- **Criteria for Selection**
- **Selecting the Right Warehouse Partner**
- **Deciding Factors**
- **Productivity Improvement**
- **Q&A**



Search for a 3PL Partner



Search for a 3PL Partner

Responsibilities to be Shifted to a 3PL Partner

- **Additional Supervision**
- **Weekly Payroll**
- **Training**
- **Certifications**
- **Documentation**
- **Partner you can hold more accountable**
 - **entitlement for own employees**



Criteria for Selection



Criteria for Selection

Ben E. Keith Issues

- **Money changing hands on the dock**
 - **Audit control**
- **Lack of consistent price structure**
 - **Need to be preferred stop for drivers**
 - **Consistent pricing**
 - **More times and unloads**
 - **Friendly service**



Criteria for Selection

Ben E. Keith Issues

- **Warehouse damage**
 - **Tracking**
 - **Program implementation**
- **Gaining efficiencies**
 - **Increased production**
 - **Benchmarking**
 - **Data / knowledge management – no data dump**



Criteria for Selection

Additional Services

- **Auditing**
- **Selecting**
- **Sanitation**
- **Spotting**
- **Special Projects**



Criteria for Selection

Value Added Services

- **Six Sigma Project Team**
- **Data Collection / Analysis**
- **Benchmark Comparisons**
- **Ideas and Projects**



Selecting the Right Warehouse Partner



Selecting the Right Warehouse Partner

Ben E. Keith Selection Requirements

- **Dock Flow improvement**
- **Industry Benchmarking of Data to determine a standard to measure improvement and make process changes**
- **Service that can match culturally with future direction of organization**



Selecting the Right Warehouse Partner

Dock Flow Improvement

- **Provide effective management to coordinate dock functions**
- **Focus on turning doors / trucks**
- **Converted loads from driver unload**
- **Efficiencies gained through fewer people and less cost**



Selecting the Right Warehouse Partner

Industry Benchmarking

- **Utilize unloading data to provide comparisons across Ben E. Keith's DC's**
- **Utilize providers information to establish standards for processes performed**
- **Utilize data to understand vendor /**



Selecting the Right Warehouse Partner

Cultural Fit

- **Service provider emulates the Customer Service standards set by Ben E. Keith**
- **Focus on Safety**
- **Continuous Process Improvement**



Deciding Factors



Deciding Factors

- **Financial Efficiencies**
- **Technology Solutions**
- **Cultural Fit**
- **Value Add**



Deciding Factors

Financial Efficiencies

- **Industry had shifted to rebates and Ben E. Keith wanted to participate**
- **Must be willing to invest in improving processes / people development**
- **Process to mitigate product damages**
- **Bad Wood Program**
- **Use data to help procurement order efficiently**



Deciding Factors

Technology Solutions

- **Capture data on services real time**
- **Provide daily / weekly KPI reporting**
- **Controls and rules provide consistency**
- **Accurate Invoicing**
- **Potential for data integration**



Deciding Factors

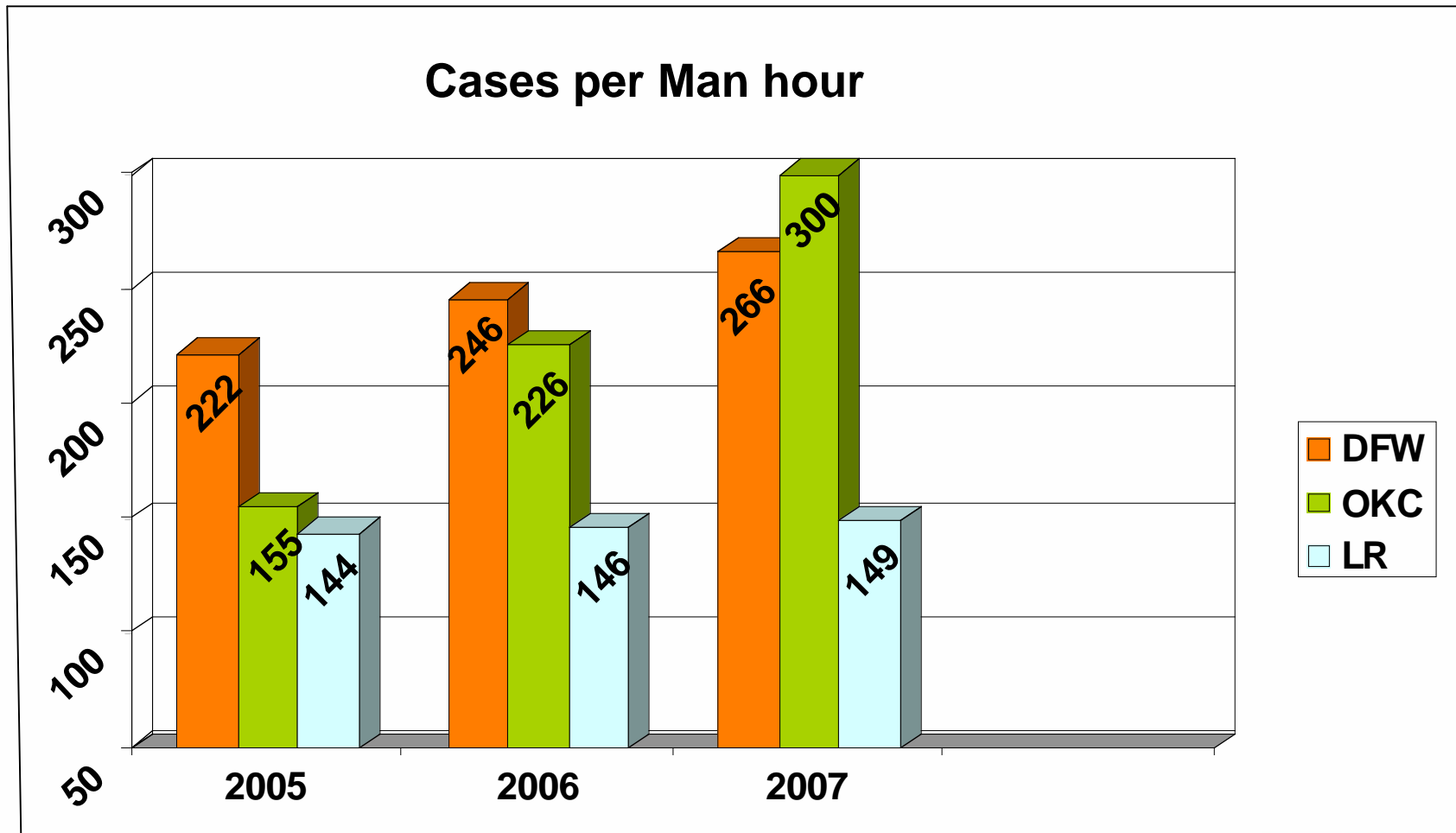
Value Added Services

- **The 3PL skills and focus provide more than just an unloading service**
- **3PL Site Management focuses on improving processes outside the unloading arena**
- **Nationwide provider has capacity to assist customers in other services short / long term**

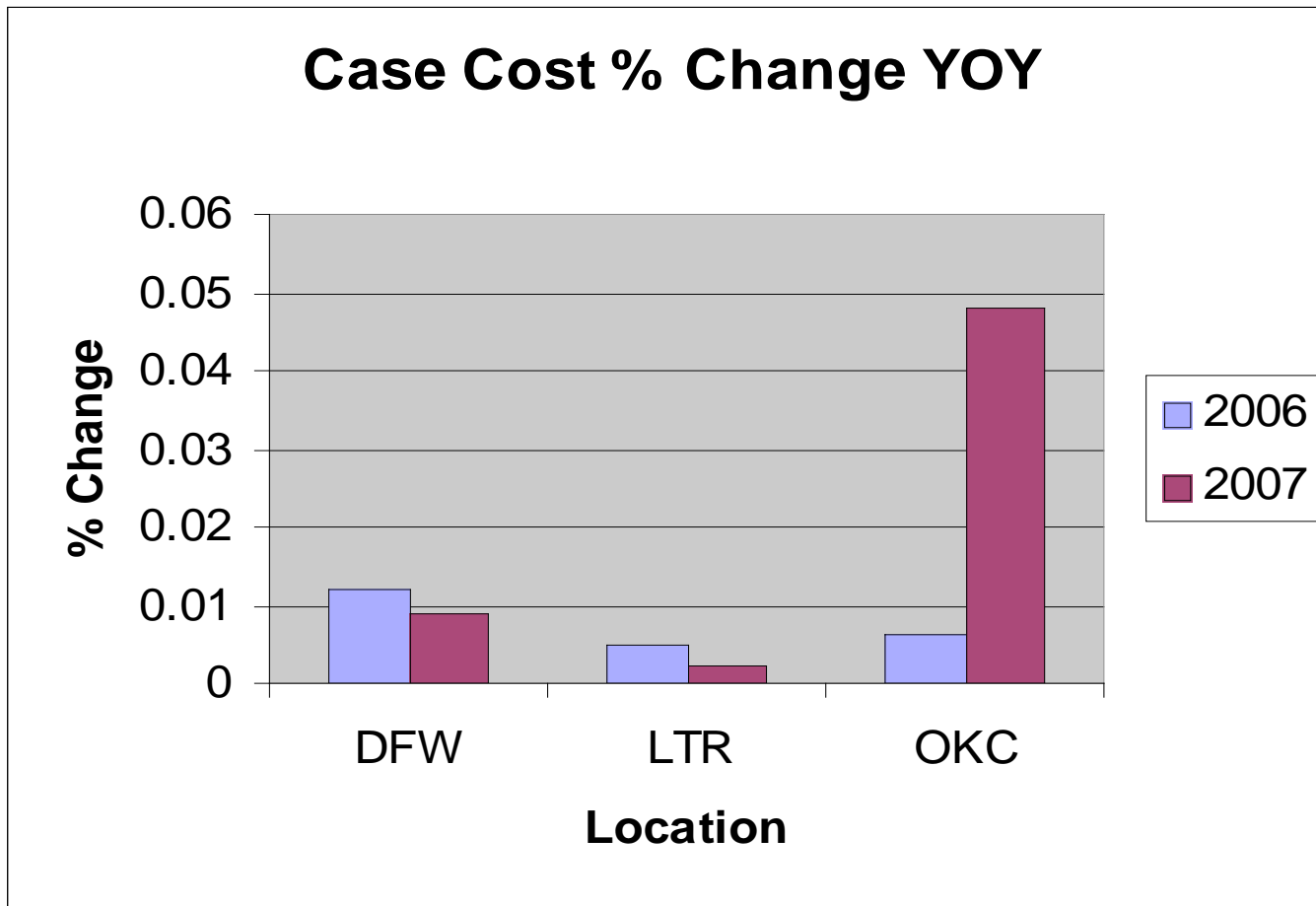


Productivity Improvement

Productivity Changes



Productivity Changes





Q&A