Produce Pro Implementation
Case Study: Peirone Produce Co.

Project profile

- Implement a system that tracks pickers' productivity.

- Ability to merge outside customer documents such as Microsoft Excel with the new system.

- Implement a system seamlessly.

- Have the system be user friendly for every user.

Challenges

Peirone Produce knew that by entering orders manually and having paperwork for each order was holding their company back. After hearing about a great software solution from one of their customers, Peirone Produce decided to inquire into Produce Pro's software solutions. Peirone's system or manually entering order hindered their business in multiple ways.

Their system could not…

- Track freight from point of purchase to the supplier by using paperwork

- Calculate picker profitability for analysis and improvements to be made

- No way to insure right product was shipped on time to the correct customer

- Easily show company profitability

- Analyze sales numbers

- Accommodate increased orders as the company expanded

Results

Due to due diligence by Peirone employees and managers to learn the system during training, the implementation process went smoothly. Every user from the sales department to the warehouse floor knew how to navigate Produce Pro and make the system work for their specific job within a week of going live with Produce Pro.

All outside customer documents such as customer excel pricing files, were merged into the system. Users were trained how to load new outside customer documents into Produce Pro when customers sent them. With all documents integrated into Produce Pro, all users had access to customer specific data with out the need to open other documentation.

Produce Pro supervisors gained visibility into picker productivity. They knew who was doing what task at any given time, when they finished, and how long it took them to complete the order. Supervisors now have the information they need to evaluate their picker's productivity. They spend less time finding information and more time using that information to manage work flow and streamline operations.

"Produce Pro has whatever you want when you want it. Produce Pro is such a user friendly system from inputting data to retrieving data, that we save time every time we use the system. It does not matter who uses it, from sales department, to routing department, to accounting everyone gains time from just using the system."-Dale Arneson, General Manager, Peirone Produce Co.

Solution

In October 2009, Peirone implemented Produce Pro. Peirone's seamless implementation of Produce Pro can be contributed to:

- The orientation process allowed Peirone Produce to understand Produce Pro's system capabilities. Peirone Produce then discusses with Produce Pro what business processes they wanted their system to have. Peirone Produce brought great ideas and incorporated Produce Pro's industry experts' advice to build a system that would fulfill their current and future business needs.

- Peirone designated two supervisors, one to address accounting issues and the other to address any inventory questions during development and training of the system. Designating one person to address specific issues allowed decisions to be made efficiently, quickly and questions to be answered promptly.

- With five and a half months from orientation to implementation, all master files such as customers, venders, and products were entered into Produce Pro before the start of training. No changes were made to Produce Pro while training the users. This allowed users to practice between the two training session with the exact information they would have when the system when live.

- Peirone had a room designated to continue training of Produce Pro after each training session. Users entered orders into their current system in the morning and then in the afternoon they were required to take the morning orders and enter them into Produce Pro to continue to learn the system.

- All users practiced the basics of entering an order, checking inventory, and looking-up customers, venders, and products within Produce Pro after first and second training.

- During live week, users understood the basics and utilized the onsite Produce Pro trainers and developers to address more specific issues to utilize all areas of their new system.

Picker productivity was implemented through the use of:

- Barcodes printed on every picker order.

- A barcode scanning station, for pickers to scan their orders to track the start and stop time for each order.

- Productivity features allowed supervisors to see each picker's time per order and over a period of time. Supervisors compared multiple pickers' productivity throughout their warehouse to see the top and bottom performers and also to see where improvements can be made.

Customer profile

- Peirone Produce Co. located in Skokane, WA, serving retailers in sections of four states: eastern Washington, northern Idaho, western Montana and northeast Oregon. The company's focus is entirely on fresh produce for its retail customers.

- Peirone Produce Co. implemented Produce Pro Software in October of 2009

- The company operates from a 77,000 square foot facility comprised of refrigerated storage, ripening rooms, coolers, company's procurement, sales and administrative offices.

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