

Improved Delivery Method to KTPH



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Aim(s)

To shorten the time required for the delivery of Personal Protective Equipment (PPE) to Khoo Teck Puat Hospital (KTPH) by improving the process of transferring the PPE from the vehicle to the MMD store.

Methodology

Together with KTPH, ST Logistics (STL) fabricated a platform with wheels to facilitate the unloading process from our vehicle. KTPH also did some modification to their racking to allow the whole pallet load to be wheeled into the rack area in their store.

Result

Before:

Pallet jack is not allowed to be used for unloading and transferring of the PPE (estimated 5 to 10 pallets per delivery) from the lorry to the store. The PPE was unloaded by individual cartons onto the trolley and the restacking was done on the racks at KTPH store. Due to the large amount of goods and limited capacity of the trolley, the delivery staffs have to make many trips between the lorry and the store which takes approximately 6 man-hours per delivery.



Carton boxes are re-stacked from trolley to the racking



After:

Together with KTPH, we fabricated a platform with wheels to facilitate the unloading process. KTPH also did modification to their racking by removing 1 tier of rack to accommodate a few pallet trolleys. 14 pallet trolleys were fabricated (7 located at KTP, 7 at STL for rotation). The PPEs are stacked on the pallet trolleys at the warehouse first. At KTPH, these pallet trolleys are then pushed from the lorry directly to the store. STL will then take back the empty pallet trolleys to prepare for next round of delivery. As a result, we are able to shorten the delivery lead time from 6 man-hours to 2 man-hours spent per delivery (70% improvement).



Items are stacked on the trolley in the warehouse and pushed directly from lorry to store

Conclusion

This project clearly demonstrates the willingness of the Customer (KTPH) to work with the Vendor (STL) to improve the delivery situation. It is less time consuming on both ends and helped us to improve the productivity of our people. This project is a win-win for the 2 parties: KTPH and ST Logistics.