

# Productivity. Motivation. Safety.

## Optimise your picking process.

**Crown's QuickPick® Remote** was designed to deliver extraordinary process improvements for order picking applications. Discover how you can get much more accomplished with much less effort.



The Crown GPC 3000 Series optimised with QuickPick Remote.

What makes some order picking applications more successful than others? Based on extensive studies, Crown has identified key attributes that make the difference. We then designed an order picker system that capitalises on these attributes to optimise your picking process.

Ideal evaluation sites for QuickPick Remote typically have one thing in common: their top management, in-house industrial engineer and safety manager take an active role in uncovering order picking breakthroughs. Top priorities include productivity, workforce motivation and safety.

Any process improvement with such far-reaching benefits takes careful consideration and time. Crown's evaluation process helps you get there faster. You'll benefit from valuable insights from the start, with process improvements measured by less steps, less carrying, less on/off actions and less risk.

# Less Steps

High density, low-level picking applications can achieve outstanding gains in productivity with QuickPick Remote.

### Avoid non-productive steps.

QuickPick Remote gives you one of the most effective ways to optimise order picking. In traditional order picking applications, operators constantly return to the control platform to move the truck forward. The remote capabilities of the Crown solution allow operators to stay behind the truck, maintaining a smooth workflow pattern while constantly walking in a forward direction.

### Less steps save time.

Studies of real-world applications have shown that QuickPick Remote operators can reduce steps up to 50 percent per shift compared to operators using standard pallet trucks. Targeting this critical part of the picking cycle gives you significant throughput and productivity improvements.

### Greatest improvement opportunities:

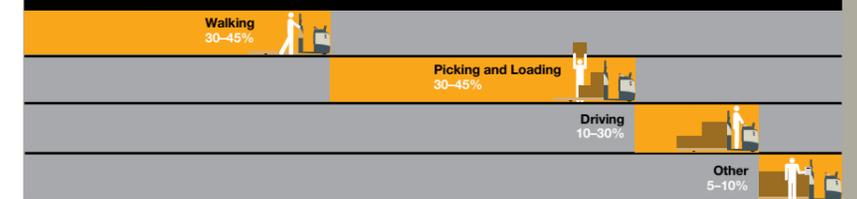
- Where operators constantly alternate between driving and picking;
- When greater amount of operator time is spent picking in aisles (vs. in preparation or post-picking activities);
- Where multiple aisles have high product density and one to three case picks per stop;
- Where established engineered labour standards exist.

### Crown's design focus:

## optimise the picking cycle

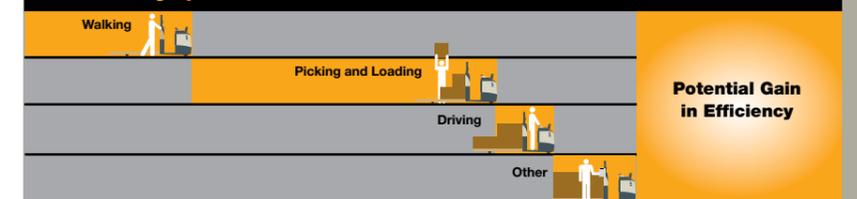
Crown conducted extensive research on the picking cycle, uncovering the richest areas for efficiency gains. With QuickPick Remote, you can realise these improvements by reducing the time operators spend walking between the rack, the truck and the operator platform.

### Total Picking Cycle



Studies of picking applications show three broad categories of operator tasks: walking, handling products and driving.

### Total Picking Cycle with QuickPick Remote



The Crown solution eliminates the need for the operator to backtrack or circle the truck because they move simultaneously. As shown in the charts, these significant reductions in walking and driving time result in overall shorter picking cycles. They also reduce the distance to carry a load.



# Less Carrying

**Carrying products takes a toll on workers of any age. Now you have a strategy to reduce walking with a load by up to 50 percent.**

## A heavy workload.

How much weight a worker carries affects productivity. It also contributes to health issues, including injury, off time and associated costs.

According to a 2010 report of the European Agency for Safety and Health at Work, 17.7 percent of workers under 25 have problems with backache and 16.5 percent have muscular pains. In the 40-54 age group, backaches rise to 27.3 percent and muscular pains to 25.4 percent.

A typical order selector makes 190 picks/hour carrying a 5 to 10 kg load. So it's not surprising that they burn as much as 3500 calories in a single shift.

## Reduce body strains, now.

With QuickPick® Remote, operators carry a load 50 percent less. Cutting the distance in half is huge when you're carrying as much as 10 tonnes a shift. Now consider the effects on an older workforce and the benefits of reducing lost time and associated costs.



## An ageing workforce.

In the European labour market, 2010 marked the first time more workers retired than joined the workforce, making worker retention one of the most pressing issues facing industry today. Consider the following facts:

- **16.2% growth rate for 55-64 age group in EU-27 countries between 2010 and 2030** – EASHW report by Prof. Juhani Ilmarinen
- **More than 30% of workforce will be older workers** – EASHW report by Prof. Juhani Ilmarinen
- **Employment rate for women 55 to 64 expected to rise 20.9% between 2010 and 2060** – EASHW report by Christa Sedlatschek
- **Employment rate for men 55 to 64 expected to rise 11.5% between 2010 and 2060** – EASHW report by Christa Sedlatschek

QuickPick Remote technology can reduce the physical strain on workers, resulting in more motivation and less employee turnover.

# Less On/Off

**Stepping up on the operator platform also has its downside. QuickPick Remote cuts on/off motions by up to 70 percent which reduces fatigue resulting in more productivity and fewer lost work days.**

**Top injuries by total absence days include: wounds/superficial injuries (29.1 percent); dislocations, sprains, strains (28.9 percent); bone fractures (25 percent).\***



## Actions that lead to fatigue.

A typical order selector steps on the operator platform approximately 1200 times a shift. To equal the effort, you'd have to climb to the second level of the Eiffel Tower up to two times a shift, then carry a total of 10 tonnes over 4 km. It's a tiring job.

## Accidents by the numbers.

For non-fatal accidents in the EU, approximately 72 percent resulted from three types of accidents: slipping, stumbling and falling (28.3 percent); loss of control (27.7 percent); and body movement under or with physical stress (15.9 percent).\*

Accidents involving slipping, stumbling and falling resulted in an average 46 days lost, higher than any other type of accident.\*

up to  
**70%**  
less on/off actions

## A remedy for inefficient motion.

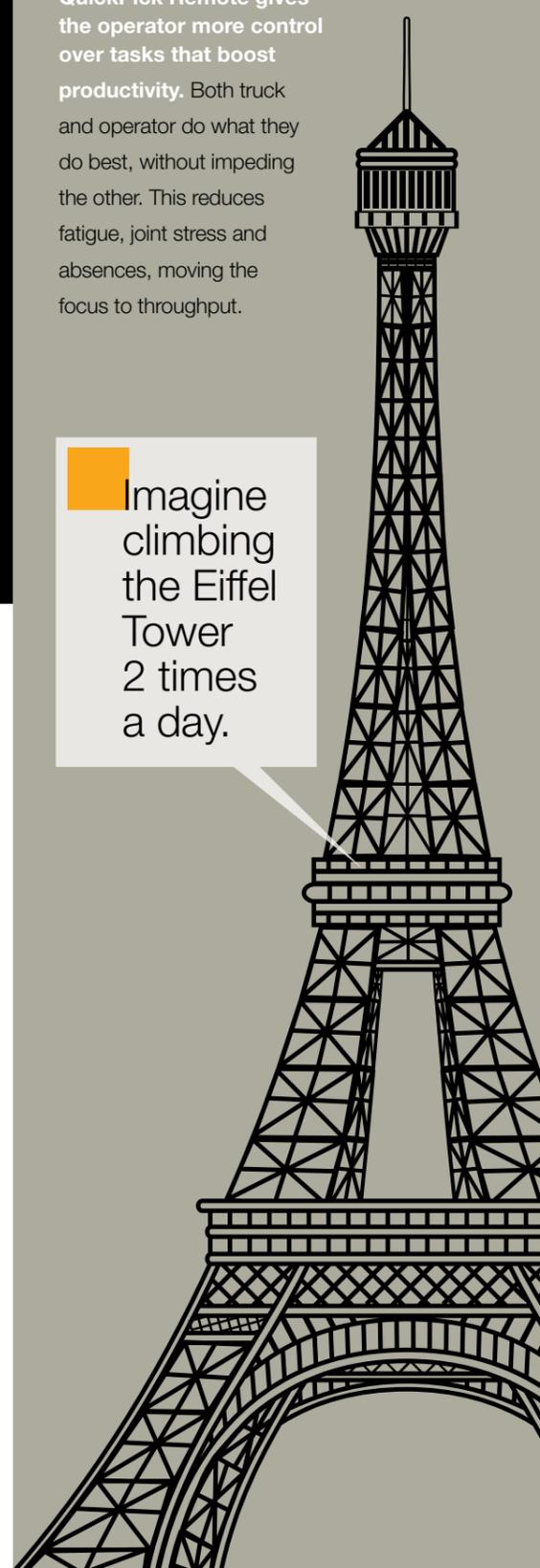
QuickPick Remote gives you the potential to slash on/off motions by up to 70 percent. With control in hand, operators position the truck for optimal picking without climbing on the platform. Instead they continue their picking activities and carry products shorter distances to the truck.

\* European Communities 2009 – Causes and Circumstances of Accidents at Work in the EU

**Crown's workflow breakthrough: eliminate inefficient motion**

QuickPick Remote gives the operator more control over tasks that boost productivity. Both truck and operator do what they do best, without impeding the other. This reduces fatigue, joint stress and absences, moving the focus to throughput.

Imagine climbing the Eiffel Tower 2 times a day.



# Less Risk

**QuickPick® Remote helps you move toward the goal of mistake-free/accident-free picking.**

Operators focus on getting more done without taking risks.



**QuickPick Remote** helps you avoid picking errors, product damage or injuries by minimising rushed, inefficient and fatiguing actions.

## Get more accomplished, safer.

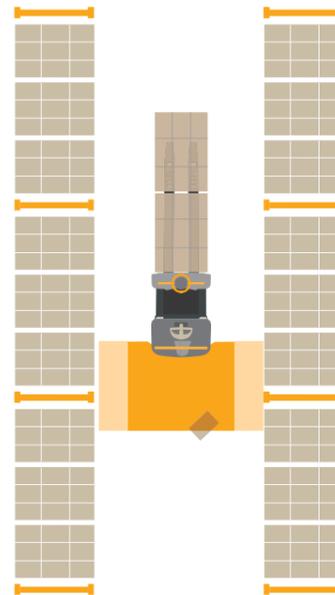
Crown helps you improve productivity, profitability and safety by optimising the entire order picking process.

## Your risk-free productivity benefits.

QuickPick Remote delivers in numerous ways:

- Eliminates needless motions, stresses
- Keeps operator moving in forward direction
- Reduces musculoskeletal strains
- Automates/coordinates truck positioning with operator action
- Enhances operator picking efficiency, accuracy
- Reduces on/off truck motions

QuickPick Remote brings technology, workflow efficiency and operator actions together in a natural, systematic order picking process. It's a rare productivity improvement plan where operators slow down and get more done, safely.



**Integrated lasers** detect obstacles in the truck's path resulting in less damage to products and racking.

To ensure success, Crown offers **QuickPick Remote** with a clear, verifiable plan for you to follow:



## 1 Insightful qualification process

A thorough assessment of your operations includes feasibility of on-site testing, improvement opportunities, employee participation and expected results.

## 2 Preliminary testing and confirmation

Demos, in addition to preliminary tests, reveal potential problems, further define improvement areas and confirm the proposed plan.

## 3 Quick and easy training/setup

Management and operators benefit from Crown's professional on-site assistance and training, as well as support documentation and on-truck displays and assistance.

## 4 Step-by-step implementation

You can expect every step of the process to be fully planned and documented, with an emphasis on coordination and involvement of top management.

## 5 Easy measurement and evaluation

Data collection tools and methodologies help you measure the success of QuickPick Remote and provide invaluable assistance for continued improvements.





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