

CASE STUDY

HEALING HANDS DOUBLES PICK RATES AND SAME- DAY SHIPPING



SCALING A BUSINESS CAN BRING SOME UNIQUE CHALLENGES, AND SID LAKHANI, CEO OF HEALING HANDS SCRUBS, IS ALL TOO FAMILIAR WITH THEM.

As the leader of a fashionable medical apparel company, Lakhani witnessed firsthand the gains—and pains—of sudden growth. About 10 years ago, his company launched a line of medical uniforms that skyrocketed in popularity, pushing him to build a faster, more effective fulfillment process.

When the time came to double his warehouse footprint to meet increased demand, Lakhani considered traditional automation such as conveyors, pick-to-light and goods-to-person systems, but ruled those out based on lead time alone. He began looking at other options and turned to autonomous mobile robots.

“I felt like 6 River Systems had the best technology for our needs. And I also felt like they had a great team that our company could work with, and the team loves using the robots.”

Sid Lakhani, CEO, Healing Hands



SOLUTION

“We looked at a few different options, and we felt like 6 River Systems’ autonomous mobile robots, Chucks, were the best technology for our application,” Lakhani said. “And also, we felt like we were going to achieve a good ROI.”

Healing Hands deployed a 12-Chuck solution that is designed to pick 13,000 units daily. The solution accommodates eight pickers and multiple takeoff locations. The system was integrated, implemented and live within 1.5 months and is the primary fulfillment method for pick-and-pack.

RESULTS

Previously, associates were manually picking with one order per cart. With 6 River Systems’ AMRs, Healing Hands Scrubs has been able to double productivity to about 180 UPH, with bursts of up to 300 UPH. Associates are now able to move around more than one order at a time. The Chucks come equipped with scanners, so associates can scan products for increased picking accuracy.

The Chucks have also improved job satisfaction. By systematically directing workers throughout the facility, they’re able to find item locations much faster

than in the manual process. Guided by the Chuck’s onboard display, workers can visualize pictures of which products to pick and a put-to-light function aids them in determining which shipping box to place items into.

When Healing Hands first moved to their new building, associates were walking up to 12 miles a day. Since implementing the Chucks, they’re only walking about 3 miles a day. Chuck eliminates needless walking by autonomously driving to and from induct, picking and takeoff areas. This frees the associates time to stay focused on picking.



AN EYE TOWARDS THE FUTURE

One of the greatest advantages of going with robotic automation is the flexibility it affords growing companies like Healing Hands Scrubs. When demand increases, Lakhani knows he can rely on robots to support the business.

“The best thing about robotics is that they’re very scalable, they’re very flexible,” Lakhani said. “I know that if I have a surge in business, I can get more robots shipped here in under a week. I also know that if we continue to grow and we need to leave this facility, I can take the robots with me.”

“I know ultimately, this was the right decision,” Lakhani added. “Productivity is more than double of before and this is going to take us into the future for the next 10 years.”

HEALING HANDS AT A GLANCE

CHALLENGES:

- Improve warehouse order fulfillment process
- Increase pick rates and order accuracy
- Create a same-day delivery business model

SOLUTION:

- 12 Chucks

RESULTS:

- Double productivity
- Reduce walking distances by 75%
- Improved associate job satisfaction

