AlfaFinTec

ORDERS CONTROL & WAREHOUSE MANAGEMENT

Executive Summary

PROBLEM

- Inventory discrepancies and losses caused by manual and inconsistent stock control
- Poor visibility across sites, hampering demand planning and fulfilment
- Long lead times for change, because technical fixes and process changes are handled in isolation
- Reporting that is unreliable or non-existent, preventing accurate commercial decisions

A regional distributor with three warehouses experienced chronic inventory discrepancies, delayed customer shipments and limited management reporting. Previous attempts to patch the WMS had failed, and operations relied on manual reconciliations.

Organisations that grow rapidly or operate across free-trade zones commonly inherit ad hoc systems and local workarounds.

These problems translate directly into cost, lost sales and poor customer experience.

For distributors, even small improvements in fulfilment reliability can deliver significant bottom-line and service benefits.

APPROACH

Diagnose, Design, Deliver

- **Rapid diagnosis and stakeholder alignment**
- **Requirements and pragmatic solution design**
- **Process re-engineering and systems remediation**
- **Iterative delivery and capability transfer**

• Conduct focused discovery workshops with operations, commercial, IT and warehouse teams to capture pain points, process variants and critical controls.

• Map the current data flows and identified the single points of failure (inventory reconciliation, receiving, and inter-site transfers).

• Build a minimal viable specification for a Warehouse Control System (WCS) and Orders Management interface that handles data.

• Prioritise fixes that reduc operational risk first (receiving and reconciliation) and then address throughput and reporting.

• Redesign receiving, picking, and store processes to enforce single-source truth for stock records. Introduced mandatory electronic scan points and reconciliation steps at critical handoffs.

• Perform data correction routines and implement a small data-warehouse reporting layer to reconcile transactions and expose exceptions to supervisors.

• Deliver the solution in controlled phases: pilot site → three-site roll-out → full estate. Each phase includes a short hyper-care period and hands-on training for supervisors.

• Transfer maintenance and reporting responsibilities to an internal operational analytics owner and create simple dashboards for executive and operational users.

Outcome

• Process and information changes delivered at least 25% improvement in process costs versus baseline, primarily through reduced manual reconciliation and lower correction activity.

• Inventory discrepancies dropped substantially (operational audit variances fell and exception volumes were reduced to a manageable level).

• Time to fulfilment improved, with fewer emergency shipments and better coordination between procurement and operations.

• Executive reporting became timely and reliable, enabling management to prioritise replenishment and reduce stock outs.

Why This Matters for Logistics Leaders

A pragmatic, outcome-focused approach that prioritises control points and information accuracy addresses the root causes of many logistics failures. The benefit is not only cost reduction: better data creates better decision making, for commercial growth and lowers service risk.

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