

OFFICE NET

The Largest Retail Office Supply Organization in Argentina
Selected The FACILITIES PLANNING SERVICES Group

TO DEVELOP THE OPTIMUM DISTRIBUTION CENTER FOR SUPERIOR CUSTOMER SERVICE & PROFITABILITY

Office Net is the largest retail office supply organization in Argentina, one of the largest in South America. Office Net has experienced impressive web sales growth while maintaining superior service levels in a very competitive market. To help insure success during their continuous rapid growth period, Office Net's management asked the FPS Group to partner with them to optimize their distribution processes for the future.

FPS worked closely with Office Net's COO, Leonardo Piccioli to establish the FPS **FORM Materials Flow Five Year Strategic Plan** for their growing distribution center requirements. The **FORM** data defined the required quality service level that Office Net's customers have come to expect. This was done on a quarterly bases specifying numerous critical operational indicators.

FORM included a detailed *Flow & Cube Analysis* of the optimum distribution process requirements was performed to determine the specific operational demands.

The *FORM Operational Analysis* of the current distribution center determined what could be done to optimize current processes in support of the *Materials Flow Five Year Strategic Plan*. Based on this analysis, a detailed facility design was developed for a world class operation, properly organizing the complete range of DC functions. Potential opportunities were analyzed to improve service levels and profitability such as increasing inventory turns, improving dock utilization, reducing damage, reducing errors, improving methods of handling returns, optimizing the order fulfillment process, team building, improving responsiveness, improving



delivery truck densities, optimizing the various shift structures, improving the work environment, establishing safety procedures, improving human resource utilization, and improving ergonomics to name a few.

Productivity technologies were implemented to support Lean methods and procedures for optimum productivity. This greatly extended the service life of the existing facility and clearly showed the path for continued success.

Before you commission an architect or a developer to design a manufacturing or distribution facility, or a property agent to find one, there is an essential step that needs to be taken. That is to accurately define the process requirements for the planning horizon to insure facility compatibility.

The FPS *Flow Optimization and Resource Management FORM* program is designed to develop the optimum operational design and outline how it will operate over the planning horizon. This is one of the most important and least expensive investments that facility management can make prior to any major changes.

Since 1972, FPS has gained extensive international experience and knowledge in facilities planning and implementation in both manufacturing and distribution operations. FPS Facility Planners are trained to see growth from a strategic perspective, to propose practical, cost-effective solutions to operational challenges, and to implement them in an efficient, non-disruptive manner. Our practical cost effective facilities design, process re-engineering, and productivity solutions are based on many years of experience and sensitivity to each facility's unique character.

910.313.6950 / 910.617.6950
info@facilitiesplan.com

NO.	DESCRIPTION	AREA	UNIT
1	OFFICE	10,000	100
2	RECEPTION	500	5
3	CONFERENCE	1,000	10
4	TRAINING	2,000	20
5	RESTROOM	500	5
6	STORAGE	1,500	15
7	MECHANICAL	1,000	10
8	ELECTRICAL	500	5
9	PLUMBING	500	5
10	PAINT	500	5
11	LANDSCAPE	500	5
12	TOTAL	20,000	200



OFFICE NET DISTRIBUTION CENTER

AVENUE VIEYTES 1680, (C1275AGR), BUENOS AIRES, ARGENTINA

Designed in Partnership With: The FACILITIES PLANNING SERVICES Group of Wilmington, North Carolina

FPS

FACILITIES PLANNING SERVICES
 403 596 WILMINGTON, N.C. 28403-0995
 Facilities Planning, Inc.
 Date: 31st July 2002