McLane Delivers Teammate Success and Operational Excellence with Easy Metrics
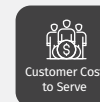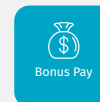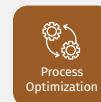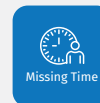
McLANE®

INDUSTRY	Supply Chain & Logistics / QSR & Foodservice
Company	McLane Company, Inc.
Location	Temple, TX

EASY METRICS PRODUCTS USED
OpsFM with LMS

JobTrak | Missing Time | Indirect Time | Productivity

Process Optimization | Bonus Pay | Customer Cost to Serve

Founded in 1894, McLane Company Inc. is one of the largest distributors in America, serving convenience stores, mass merchants, and chain restaurants. As an industry-leading partner to the biggest retail and restaurant businesses, McLane buys, sells, delivers, and serves the world's most trusted brands. With headquarters in Temple, Texas, McLane has more than 80 distribution centers across the country, employs more than 23,000 teammates, and delivers to nearly every zip code in the US. McLane has used Easy Metrics to achieve its goals for more than 8 years and in 37 DCs.

STORY HIGHLIGHTS:

Operational excellence
Easy Metrics equips team with KPIs to improve costs and quality, enhancing service to their customers

Continuous improvement
Benchmark data from Easy Metrics helps departments and facilities align on best practices

Teammate experience
KPIs in Easy Metrics promote healthy competition, and enable recognition programs, driving excitement on the team

BACKGROUND:

As a leading innovator in the supply chain and logistics industry, McLane delivers world-class operational efficiency and superior customer service. To maintain its forefront position in an ever-changing and fast paced industry, McLane maintains focus on innovation in its warehouse operations.

The secret to McLane's success can be found in four practices: goal setting and reporting, teammate success, continuous improvement, and investment in transformational technologies.

Goals: Service level, scan rate, and productivity goals are widely adopted and understood by teammates. Everyone is on board to maximize efficiency and accuracy in the warehouse. The end result is faster order processing, significantly reduced errors, and increased safety for warehouse operators.

Teammate success: McLane is dedicated to the development of its warehouse contributor teammates. The company believes that people are the key to its success. McLane uses the best tools and practices to ensure its teammates are equipped to deliver optimal results and service, and to have the chance to grow their careers at McLane.

Continuous improvement: McLane's continuous improvement practice uses six sigma methodology, data-based decision making, and change management to stabilize and standardize processes throughout McLane.

Technology: Data analytics is another critical tenet to McLane's success in driving innovation and performance. Through the use of data analytics in their warehouse operations, the company is able to identify areas for improvement, and then optimize and refine, to achieve greater performance and delivery efficiency. This is where Easy Metrics has become a key partner to McLane's overall vision.

CHALLENGE:

Developing and improving technology to deliver outstanding service and a positive work environment for its teammates

To its customers, McLane is committed to being a trusted technology partner for growth. McLane is constantly looking for new ways to challenge themselves and stay ahead of the curve. They invest heavily in developing cutting-edge solutions that empower its customers to stay ahead of the competition.

At the same time, McLane's technology stack must support its teammates. McLane's focus on training and development of their warehouse teammates provides them with the necessary skills and knowledge to work in a modern warehouse environment safely and efficiently. McLane's dedication to its teammates is reciprocated with long-term teammate loyalty and tenure, at all levels of the company. Case in point: the company CEO is a 40-year veteran of the company who started in the transportation department at McLane. People are the core of their operations and they invest in their teammates to make sure they are empowered to deliver the best service possible.

McLane uses Easy Metrics as a tool to help support these goals. By providing a transparent and fair measurement system, teammates can visualize their own results via easy-to-access reports and dashboards.

SOLUTION:

Data Collection, Analytics and Incentive Programs with Easy Metrics

Easy Metrics integrates and transforms data from multiple sources (e.g., WMS, time clocks, scanners, etc.) and facilities into one pane of glass view. With consolidated data and insights, McLane has been able to identify and optimize daily process improvement, speed and efficiency. The approach enhances their ability to have control over operational costs. This aligns with McLane's overall technology vision of providing value by continuously streamlining operations.

RESULTS:

Achieving Operational Excellence Through Comprehensive Insights on Cost & Performance

Management and warehouse teams utilize Easy Metrics' cost and performance analytics, along with service level quality metrics, to ensure a consistent and optimized customer experience. Organizational excellence is achieved by providing instant access to reports and data, enabling seamless sharing among teammates. McLane leverages these metrics to foster better communication and informed decision-making on the warehouse floor, ultimately boosting efficiency and productivity.

> **Here in San Antonio, we are consistently in the top 1 or 2 McLane DCs in the country for performance. We lead the way with Easy Metrics. Our teammates deliver a high service level to our customers.**

-Jeromy Lucero
Assistant Warehouse Manager, McLane

McLane goes beyond measuring teammate performance with Easy Metrics, pairing performance and quality together. This helps them drive bottom-line improvements and maintain focus on their customer service. Says Rene Acuña, General Manager, "We have some great customer focused objectives that are tracked with Easy Metrics. When teammates are consistent in their productivity, they are more focused. Fewer distractions get in the way. The result is better service to our customers.

Continuously improving with a culture of data sharing

Easy Metrics helps McLane deliver on its commitment of using innovation to improve their operations and provide better service to its customers. McLane uses Easy Metrics' analytics to track performance against goals, as well as costs of processes and departments.

> **We are scorecard watchers, we like to drill down into the details and understand how to tweak for improvement. Having those metrics at our facility allows us to have a healthy dialogue around strategies that have improved our performance and productivity. We share that with other facilities, so that they can adopt practices that elevate their performance as well.**

-Rene Acuña
General Manager, McLane

Continuous improvement is part of McLane's culture, as is investing in the skills of its teammates. Conversations on improvements are encouraged. Easy Metrics gives the teammates data to back up their theories. The skills of its teammates are enhanced by learning new ways to share and talk about data.

> **Easy Metrics gives us the power to run reports, export data and give us tools to see where the money is going. When one area is outperforming another, we're able to look at ways to improve that. Everything is data driven. We have trackers for everything. If we make a change, I want to see the impact of that change. Easy Metrics helps us see if it's worth the cost, or if it's worth what we put into it.**

-Jeromy Lucero
Assistant Warehouse Manager, McLane

Teammates flourish through recognition and incentives

The positive warehouse teammate experience is at the core of McLane's value system. McLane uses Easy Metrics to help communicate performance, and to help teammates grow. McLane's dedicated and experienced warehouse management team is amplified in nurturing their teammates' success with Easy Metrics. Their creative incentive and recognition programs fuel a positive teammate experience, and promote healthy competition - similar to a sports team. The player/coach dynamic is evident on the floor and creates fun and excitement for the teammates.

Says Rene, "Our incentive program through Easy Metrics has allowed us to reset the bar on productivity. We use the metrics to drive pay for performance and other recognition programs based on productivity and quality. It's fun for the teammates and promotes healthy competition."

McLane prides itself on the fact that it is a great place to build a career. The technology that McLane is investing in, including Easy Metrics, is opening up new skills and career pathways for employees who start in traditional operations roles.

Says Jeromy, "I started out as a warehouse selector. Now, I look for ways to be a good leader. I enjoy the analytics in Easy Metrics, and explaining it to a teammate so they can understand it better, and how they can impact performance in a positive way. We listen for feedback on the data and have an open door policy at McLane."

Part of maintaining McLane's commitment to its values and teammate success is its ability to attract and retain the best talent. Easy Metrics helps McLane's managers do both.

Says Jeromy, "From a talent perspective, everyone here is a high performer. But the industry is very competitive. Easy Metrics gives us a way to compete for attracting and retaining teammates that will succeed here."

Easy Metrics fuels digital transformation of our customers by providing financial and performance visibility of their operational data across their network.

Easy Metrics translates time series operational data from multiple data sources into their costs by: process, customer, facility, people, equipment, and automation. Operations and finance leaders use Easy Metrics' cloud platform to analyze, forecast, and manage the cost and performance of their operational business investments: labor, equipment, and automation. As a trusted leader in Operations Financial Management (OpsFM), Easy Metrics empowers leaders to drive operational speed and efficiency, cut waste, prioritize investments, and adopt labor and automation strategies that ultimately fuel the growth of their business.

For more, visit **www.easymetrics.com**

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