

Payless ShoeSource

Retail Store Delivery Operations Assessment

Business Challenge

Payless ShoeSource is the #1 shoe retailer in the Western Hemisphere, with about 4,600 self-service discount stores, mostly in the US, but also in Canada, the Caribbean, Central and South America, Japan, Puerto Rico, and the South Pacific. The Supply Chain Management Department at Payless ShoeSource was challenged to improve the shoe delivery process at the retail stores. The Corporation wanted to reduce the time it was taking for store employees to receive shipments and process them onto the sales floor.

How WCL Consulting Helped

WCL Consulting completed a total delivery processes mapping analysis which identify numerous steps in the processes which could be shortened and/or improved to reduce total delivery times. As part of the analysis WCL Consulting spent time riding with the delivery trucks observing and critiquing the delivery processes.

Payless ShoeSource used the information provided by WCL Consulting to significantly improve the efficiency and economics in the store delivery operations.