

THE NILE



Relocation and its impact on fulfilment

Siloed knowledge to shared success

Service excellence amidst operational  
changes



# Warehouse Relocation

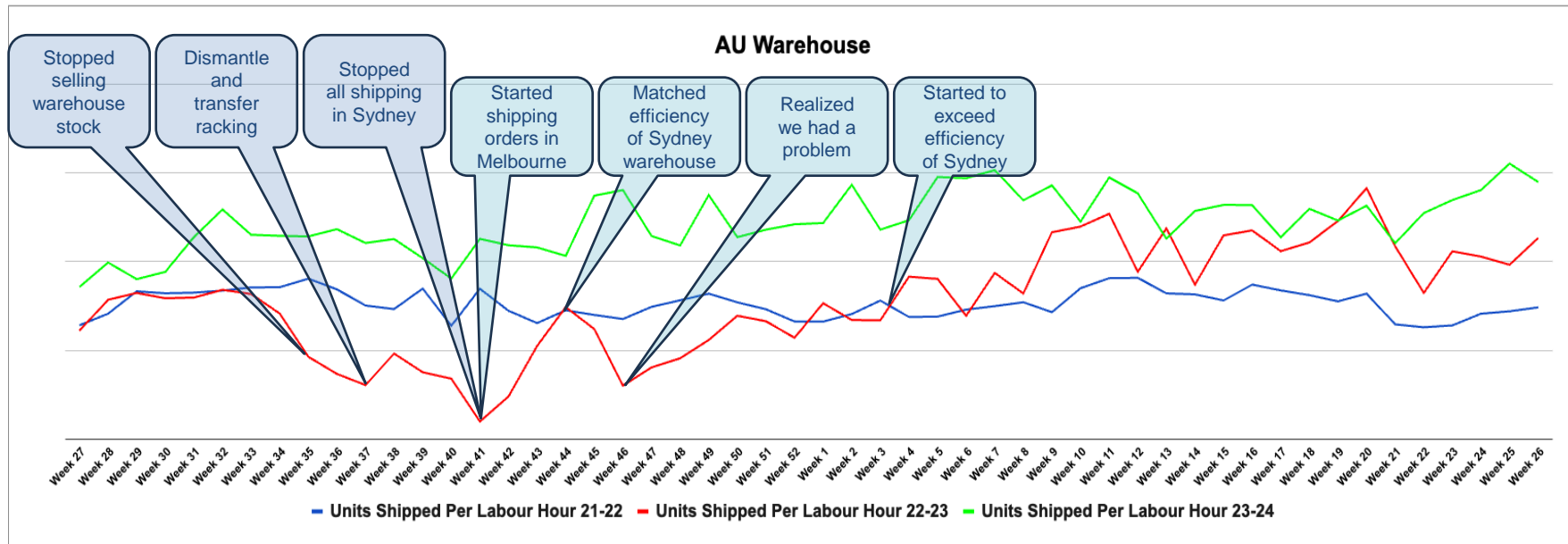
- Open warehouse in Melbourne
- Hire and train entirely new workforce
- Transfer all operations
- Close Sydney warehouse



# Warehouse Relocation

Why?

# Warehouse Relocation





# Warehouse Relocation

## Key learnings

- Our work instructions were inadequate
- You need the team to provide service excellence



# Work Instructions

## Main Issues

- Undocumented knowledge held by key people
- Assumed level of knowledge
- No set process for auditing and updating
- Not easily accessible at point of use
- Not being referred to after initial training

# Work Instructions

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Warehouse

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Welcome to the new home page for The Nile Group's warehouses.

- [Guide to the Melbourne Warehouse and its Processes](#)
- [Regular Operational Tasks \(ROTs\)](#)
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## Guide to the Melbourne Warehouse and its Processes

See [Guide to the Melbourne Warehouse and its Processes](#).

## Regular Operational Tasks (ROTs)

Task Number	Task	Warehouse	Purpose	Date Updated	Date Reviewed	Revision Needed
WH RO 001	<a href="#">Labeling Supplier Deliveries</a>	<input checked="" type="checkbox"/> Melbourne <input type="checkbox"/> Auckland <input type="checkbox"/> Kable <input type="checkbox"/> Earthprint	Record the delivery time and details of supplier deliveries.	Jan 24	Jun 24	Yes
WH RO 002	<a href="#">Receiving - Scanner</a>	<input checked="" type="checkbox"/> Melbourne <input checked="" type="checkbox"/> Auckland <input checked="" type="checkbox"/> Kable <input checked="" type="checkbox"/> Earthprint	Record the receipt of inbound cartons of stock from suppliers.	Nov 23	Jun 24	
WH RO 003	<a href="#">Sortation</a>	<input checked="" type="checkbox"/> Melbourne <input checked="" type="checkbox"/> Auckland <input type="checkbox"/> Kable <input type="checkbox"/> Earthprint	To sort product coming in to the warehouse into the next step for processing, that could be shipping out on an order or putting in to warehouse stock.	Feb 24	Jun 24	



# Work Instructions

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Video Demonstration




Work Instructions

Step	Task	Details
1	Ideal packaging	When packing an order we want to use the smallest size carton that the product will fit into while still being packed in a way that will protect the product during transport to the customer.
2	Recommended carton	<div><p>In the Rapid Pack screen when you ship an order the system will recommend a carton size based on the dimensions in the system we have for the product.</p></div>



You can lead towards  
service excellence but you  
can't achieve it by yourself.

A decorative header at the top of the slide consists of several colored rectangular blocks: a dark blue block on the left, followed by a light green block, a teal block, a light blue block, and a dark teal block. To the right of these is a purple block, a yellow block, and an orange block.

We want to meet and  
exceed customer  
expectations.



# Service Excellence

- Communicate to the team in a way that makes sense to them
- Develop a culture of asking questions
- Take the time to explain why

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# Service Excellence

- What the company wants?
- Why the company wants it?
- Why you should want it too?
- How is the company trying to achieve this?
- How can you help?

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# Service Excellence

- Does what you're doing make sense?
- How would you feel about it if this was your order?

Thank you