

# CASE STUDY: QUALITY BICYCLE PRODUCTS (QBP)

Leading wholesale distributor of bicycle parts improves productivity and leverages adaptability of HighJump™ Warehouse Advantage



**Quick Facts:** Quality Bicycle Products (QBP)

**Distribution Centers:** 4

**HighJump Solution:** HighJump™ Warehouse Advantage



SUPPLY CHAIN NETWORK SOLUTIONS

## COMPANY OVERVIEW

Serving more than 5,000 independent bike dealers, Quality Bicycle Products (QBP) is one of the largest wholesale distributors of bicycle parts and accessories for the cycling industry. The company also owns and manufactures several brands of its own. QBP is a socially conscious company that works to spur economic development in communities, promote social change that supports bike riding as a way of life, and ultimately looks to improve the health and economic vitality of the nation.

## CHALLENGE

QBP was a fast-growing company that relied on a mostly paper-based system for its inventory management, including replenishment and picking. It used manual processes for printing, sorting and prioritizing pick tickets. Although its ERP had a few warehouse management functionalities, QBP did not have any real-time inventory control or data, which made tracking inventory very challenging.

In addition, its conveyor automation systems were at capacity, which often caused gridlock on the warehouse floor as workers attempted to pick inventory, collate and sometimes ship the same day. Year-end inventory counts took two days to complete and warehouse activities had to come to a halt while inventory was counted.

In order to grow any further, QBP needed a warehouse management system that would provide greater visibility into order processing and establish workflow best practices. As Paul Zeigle, site production manager at QBP, said, "If we wanted to stay at the top of the industry, we knew we needed something to stay ahead of the competition."

"We've doubled our inventory and have been able to manage that growth year after year with HighJump."

- Paul Zeigle, Site Production Manager, QBP

## ABOUT HIGHJUMP

In almost every industry, buyers are becoming more fickle, and more demanding. For logistics executives, effectively meeting buyer needs has become a relentless quest for speed and agility. Traditional supply chain solutions – siloed, complex, and hard-to-implement – no longer suffice, as competitors find ways to deliver goods faster and more profitably.

In today's "now" economy, HighJump helps you stay agile with adaptable, connected solutions that harness the power of your trading partner community. From the warehouse to the storefront, from the desktop to the driver's cab, we can help you achieve new levels of supply chain responsiveness, performance, and profitability.

HighJump's suite of warehouse management, business integration, transportation management, and retail/DSD solutions form a complete, powerful, and adaptable platform that allow you to drive growth, customer satisfaction, and revenue. **HighJump: supply chain accelerated.**

[www.highjump.com](http://www.highjump.com)



## SOLUTION

After considering several vendors, QBP selected HighJump™ Warehouse Advantage warehouse management system (WMS). This solution provides QBP with a directed, optimized workflow based on a foundation of best practices for receiving, put-away/flow-through, inventory management, replenishment and more. It also provides real-time visibility into key inventory and order metrics. Most importantly, the solution is built on an open architecture, which enables HighJump or even a customer to tailor the solution to meet any business process or need without disturbing the underlying source code. This unique architecture makes HighJump WMS the most flexible and adaptable solution on the market.

"The ability to do our own configuration and make our own changes was definitely a big factor in choosing HighJump," said Zeigle. "We also weighed the so-called 'soft' considerations heavily: we wanted a vendor that could be a long-term partner and would work collaboratively with us to solve problems. We didn't want the cheapest; we wanted the best."

## RESULTS

QBP made leaps in efficiencies and process improvements as it leveraged HighJump WMS to update its systems and workflows and to implement best practices throughout its warehouses. It continued to maximize HighJump's potential as teams took advantage of the open architecture to design custom user interfaces, process changes and workflows for specialty items. When one of its warehouse layouts changed, the QBP team adapted the processes in the WMS. As the company grew from a single site to a multi-site distribution network, it used HighJump WMS to implement a waveless order processing system that enhanced its outbound processes and improved throughput on the conveyor systems.

Today, there are approximately 200 concurrent QBP employees using the HighJump system to efficiently manage shipping 21,000 boxes and 139,000 lines per week across its distribution network. Seasonal daily peak outbound volume can reach 52,000 lines and 5,000 boxes.

"We've doubled our inventory and have been able to manage that growth year after year with HighJump," Zeigle said. "The ability to make the WMS changes in-house has been huge for us. And because of the real-time data and reporting, we no longer have to close down the warehouse to perform inventory counts."

Above all, customer service has improved. Picking is faster and more accurate, which allows customers to place orders later in the day and still take advantage of same-day shipping. Inventory control reports have made the slotting and reporting of inventory much easier for the inventory control teams, and the real-time visibility dashboards provide immediate metrics for managers to monitor efficiency and productivity.

"We're more efficient, we're more accurate and we've seen a growth in our customer base as a result of using HighJump WMS," said Zeigle. "It's really pretty tremendous."

## THE HIGHJUMP TEAM IS HERE TO HELP!

If you have any questions regarding HighJump or how our products can improve your business, our passionate team is here for you.

**Call us today at 800.328.3271. or email [info@highjump.com](mailto:info@highjump.com)**



SUPPLY CHAIN NETWORK SOLUTIONS