

A high-angle, top-down photograph of a warehouse worker. The worker is wearing a white short-sleeved shirt, a bright orange hard hat, and a safety harness. They are operating an orange pallet jack, which is carrying a wooden pallet loaded with several large cardboard boxes. The worker's right arm is extended, holding the handle of the jack. The floor is a dark, polished concrete. In the background, there are more stacks of cardboard boxes and a large, open cardboard box on the right side.

THE
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Fulfillment Myths Slowing Down Your Warehouse Productivity

Debunk Falsehoods
to Speed Past Your
Competitors and Achieve
Peak Performance in
Under a Year



MOUNTAIN LEVERAGE
THE HANDS-FREE, EYES-FREE™ COMPANY

You Don't Have to Live With Your Warehouse Productivity Pain Points

If you work in retail, distribution, manufacturing, or third-party logistics, you navigate warehouse productivity pain points every day.

Warehouse productivity has been at the forefront of e-commerce since consumer demand for faster shipments became king. Surpassing the competition is the only way to compete at all.

Every warehouse leadership team has to deal with pain points like:

- Improving Warehouse Efficiency
- Reducing Training Time
- Improving Picking Accuracy
- Ensuring Cost Efficiency
- Saving Overhead and Training Costs
- Retaining Employees
- Solving Safety Concerns
- Minimizing Peak-Season Pressure
- Preventing Human Errors
- Capturing Real-Time Data
- Enabling Digital Supply Chain Initiatives
- Hiring a Multilingual Workforce
- Filling Openings as Baby Boomers Retire

You may think it's impossible to focus on achieving all or even most of these goals, at least without an extravagant budget or major disruption to daily operations.

But you're wrong!

In fact, there are **4 myths that keep fulfillment and distribution operations from maximizing their progress** towards these goals.

People think these myths are timeless truths or unavoidable aspects of running a warehouse. They're not.

We're going to prove that by going through each myth one by one and dispelling it.

If you're part of a leadership team working in warehouse operations, human resources, IT, or finance, read on! The path to meeting your organization's KPIs and solving your pain points is about to get a lot clearer.

Myth #1: The Best Technology for Pickers Continues To Be Screens and Keyboards

Sometimes, the status quo just stops being good enough. The most productive and efficient warehouse technology is **no longer** screens and keyboards found on traditional RF scanning devices.

You'll know your habitual way of doing things is failing when customer complaints and operating costs become too problematic to ignore.

It would be great if there were **some way** to see KPIs centered on labor productivity improve. Avoiding chargebacks caused by selection errors wouldn't hurt cost reduction initiatives either.



One sexy alternative to handheld devices is robotics, but according to the Materials Handling Institute (MHI), robots are a long way from being commonplace, affordable, or adaptable to every operation.

Debunking Myth #1

You **can** improve your workers' performance and productivity with the most streamlined and accurate warehouse technology.

Voice technology.

Operations teams are looking to reduce operating costs permanently. It turns out they can.

Let's prove it below.

Voice solutions let you save **15 seconds - or more! - per pick versus scanner, screen, and keyboard methods.** These are savings that add up immediately.

For proof, take a look at the "[10-Pick Challenge](#)" video. Old technology is no match for voice solutions.

Impressive, isn't it? But do 15 seconds really matter?

Imagine a typical company, where a 25-picker workforce is picking at a rate of 60 picks per hour. The DC has two full shifts, working five days a week. Each shift is 7.5 hours and there is no overlap between shifts.

With an average wage of \$19.00 hour, this company can reduce selector payroll cost by **\$356,250 annually** simply by removing 15 seconds from each pick.

Or, put differently, the company could achieve the same annual selection results as they currently are (measured in picks) **far more efficiently, employing 10 fewer pickers.**

But that figure is only half (really a third) of the story. It gets better.

When we factor in the **vastly increased picking accuracy** of voice solutions, the savings soar even higher.

90% of chargebacks and deductions caused by selector error **simply vanish.**

Assuming a quarterly cost of \$175,000 from accuracy issues, labor savings and accuracy savings together will total **more than \$980,000 yearly, not one-time, through voice optimization.**

And these numbers will likely increase over time as systems and people get dialed in.

The proof is in the voice savings.



Myth #2:

Millennials Won't Come To Work Regularly and Won't Be Happy Working in Distribution

Infor.com has reported that up to **50% of a warehouse operation's costs are wrapped up in labor**, with the average full-time position costing approximately \$50,000 between hard and soft costs.

Being able to control headcount while still running at maximum productivity is the key to success.

According to Gartner, the #1 most critical challenge warehousing and logistics leaders are trying to solve these days is hiring, training, and retaining top talent. A single turnover can cost a warehousing operation **up to 150%** of the departed employee's annual salary.

Exit costs quickly add up when combined with lost productivity, increased supplemental help to cover the shortage, a costly hiring process, and more onboarding.

And, famously (or infamously), Millennials and Gen Z turn to warehouse work for the promise of steady pay, and quit with no accountability as soon as they're bored, or don't feel like working anymore.

Hiring from almost half of the working population is a risky and expensive nightmare!

Debunking Myth #2

It doesn't have to be. Millennials and Gen Z **can** be happy working in distribution centers. You just have to give them something they're comfortable with.

This emerging workforce is most actively engaged, and most productive, **when using the latest technology**. They've lived their lives with mobile devices and voice recognition technology at their fingertips.

Mountain Leverage's voice-directed solutions require substantially less training time than other picking processes. Associates, especially younger associates, feel that voice picking technology is **intuitive, easy to use, and fast**.

Which means, in turn, that they are more inclined to meet goals, incentivize each other, and **stay with your company for the long haul**.

After all, an associate's job is as simple as asking their headset a question – like they already do with Siri.

Far from losing Millennials and Gen Z, warehouse managers that use mobile voice solutions **entice** today's employees with a more flexible workspace and a work experience they love.

Also, don't forget, you may be missing out on hiring great, qualified workers just because they don't speak English. Mountain Leverage's voice solutions can be configured to support 50 different languages so you can hire and easily train a multilingual workforce.

The best part: not only will you get a larger labor pool than your competitors, but, with voice tech, you'll be fulfilling orders for your customers faster as well, a competitive advantage that is rapidly becoming a primary metric for distribution operations.



Myth #3:

Any New Workflow System Will Slow Down Business and Cost a Fortune

It may seem to you like the idea of implementing a new workflow system will slow down your business and cost a fortune.

Who has time for that?

Especially when you, your operations and your employees are constantly on the move — and under pressure.

Reducing operating costs, retaining qualified employees, and remedying space constraints are typically priorities, but more pressures seem to add up every month.

From constant fulfillment demands for ever-expanding inventories and faster, more accurate deliveries, to the challenges of keeping pace with competition, you need flexible solutions that can drive productivity and improve profit.

But you can't afford to take time off to implement them. You have to maintain your existing productivity.

Debunking Myth #3

It turns out **you can do both**. Improving your workflow processes does **not** have to slow down your business or cost a fortune.

Workflow solutions exist that require very little maintenance and can be changed as your customer's needs evolve, or in the face of competitive pressures.

Even better, you can keep product moving while implementing these new workflow solutions, ultimately saving your company hundreds of thousands of dollars annually.

At Mountain Leverage, we provide **the start-to-finish design, development, implementation, and support of voice-enabled warehouse solutions**. We drive picking processes to peak performance and maximize picking accuracy and safety.

Furthermore, our team creates **streamlined training plans to get new team members trained and picking faster**, frequently in less than one shift. These plans are especially valuable during peak seasons when you don't have weeks to spend training new workers.

The process is efficient and fluid. Our team is completely invested in your company's improvement **and** in ensuring your workflow remains efficient.

Myth #4:

Safety Concerns are Just a Way of Life When Working in a Warehouse

Employee safety is always a top priority. But the benefits of a safe workplace don't stop with keeping employees healthy.

Unsafe work environments also slow down operations, hitting the bottom line directly.

Many warehouses and DCs use traditional handheld devices for picking operations. But juggling a screen, a keyboard, and a scanner while moving around a busy warehouse is, simply put, **dangerous**.

Walking through a warehouse looking down at a scanner or clipboard poses risks similar to texting while driving.

When workers are forced to tuck their handheld devices under their arm or use only one hand to pick up the items, they're more likely to make mistakes. That impacts order accuracy, and customer satisfaction suffers when accuracy levels drop. They're also increasing their chance of hurting themselves or someone else as they maneuver uncomfortably.

Consider too the hidden costs of workers' compensation claims, employee absenteeism, and hiring temporary workers. Unsafe conditions can also hurt retention, for obvious reasons!

But is warehouse and distribution center work just inherently dangerous?

Debunking Myth #4

No. It's possible to create a safe, conducive work environment for warehouse workers using Hands-Free, Eyes-Free™ voice solutions.

Hidden costs dramatically diminish with mobile voice-directed picking that offers more **focus** on the task at hand. Hands-Free, Eyes-Free™ technology allows associates to concentrate on where their body is in space and watch out for hazards. **Accidents are minimized.**

Hands-Free, Eyes-Free™ automated warehouse picking lets your team **keep their heads up, and their eyes on their work.**

Mountain Leverage's extensive knowledge about creating highly efficient warehouse supply chain workflows also delivers enhanced throughput, fewer errors, and healthier bottom lines.

At Mountain Leverage, we're experts at identifying potential areas of risk inside your facility, and we help mitigate threats of injury and keep safety at the forefront of your operation.

Our voice-directed solutions offer an **ergonomic approach that is smaller and lighter than traditional warehouse picking tools.** When you add in how user-friendly and easy to set up they are, it's clear why workers love voice picking solutions.

So...

Send these Myths Back to the Dark Ages with Voice Optimized Workflow Solutions.

Farewell, falsehoods!

Voice-directed picking is the **most worker-friendly, efficient, and beneficial picking system on the planet**. Mountain Leverage offers complete and intuitive warehouse workflow solutions for distributors, manufacturers, wholesalers, retailers, and 3PLs.



Leaning on our three decades of operations and voice experience, Mountain Leverage conducts a thorough analysis of existing warehouse processes and provides a dynamic voice solution to optimize productivity, increase fulfillment accuracy rates, increase employee retention, and reduce training time.

Mountain Leverage offers a unique portfolio, ranging from out-of-the-box voice technology to highly-engineered solutions designed to meet custom needs.

Implementing voice picking technology in your warehouse can result in:

- Increased productivity by more than 30%
- Increased picking accuracy up to 99.9%
- Reduced employee turnover by 30%
- Reduced training time up to 85%
- Exponential improvements in worker safety
- Ability for workers to speak in their native languages
- Optimization for any temperature or noise level
- Fully scalable system to grow with your business

In summary, Mountain Leverage's Voice Optimized Workflow Solutions lead to:

- Greater Warehouse Efficiency
- Highly Engaged and Satisfied Employees
- Happier Customers with Fewer Chargebacks
- Less Training Overhead, Time, and Costs
- Widened Hiring Pool and Better Retention
- Adaptability During Peak Seasons
- Real-Time Visibility with Voice System Data
- Exponentially Safer People and Processes – which you can't put a number on!

And, best of all, our history of accomplishments proves the myths holding you back from optimizing your distribution are patently **false!**

The Mountain Leverage Story

Mountain Leverage works with distributors, manufacturers, wholesalers, retailers, and 3PLs to help them achieve peak performance through highly efficient and customized voice solutions for picking, packing, inspecting, and other workflows.

A powerhouse in the industry, Mountain Leverage is more than just a voice-based solutions company. We are a full-service, full-scale firm providing 24/7/365 support and unparalleled customer service anchored on core values laid out in our P.A.C.T.: Possibility, Accountability, Championship, and Trust.

"Since each of our roles really is about advocating for our customers, we don't provide the same exact solution every time," according to CEO Alex Reneman. "We are trusted as boots-on-the-ground partners who will listen to their needs and identify, design, and deliver the solution that's right for each customer."

Testimonials:

"All of our stuff, it's picked once, touched once, packed once, and it goes out the door a lot quicker than what it used to." – Process Supervisor, Radial Systems

"Your team is incredible. The knowledge that Katie and Eric had of our operation from our limited discussions continues to amaze me. Eric only visited our facility for 1 day, 3 years ago, and Katie has never set foot in here. They listened extremely well, challenged us on our choices, but always conceded to our ultimate wishes. Katie always asked questions that triggered great operational discussions. They delivered everything we requested and designed in the manner we expected it to work. Is it any better than that?" – Distribution Manager, after switching from Lucas Voice to Mountain Leverage Voice

"The employees are so much more content knowing that nothing is going to stop them, except for themselves. They have the power to get the job done, knowing that no one is going to come back to correct them, and they feel that they did a good job when they leave at the end of the night." – Warehouse Facilitator

Contact Mountain Leverage:

If you'd like to learn more about how Mountain Leverage can address your specific pain points, contact us at sales@mountainleverage.com.