THE Parker Avery GROUP

Retailer's New Pre-Production and WIP Tracking Software Improves Visibility

Client Challenge

The client is a $4 billion, specialty retailer and wholesaler of private-label children's clothing, footwear, and accessories. The retailer managed its purchase order work-in-process tracking (production tracking) in various, manually created Excel spreadsheets distributed by their agents and vendors across each strategic business unit. A pilot program was attempted to minimize much of the manual effort required to manage these spreadsheets, but it did not eliminate the numerous inherent errors.

The client recognized the increasing need for centralized, enterprise pre-production and WIP tracking software and identified a system with a user experience like the retailer's familiar spreadsheets but without many of the issues. Parker Avery was tasked to ensure a successful solution implementation.

Parker Avery Solution

Parker Avery provided project management, change management, and implementation support for the retailer's pre-production and WIP tracking software implementation through the following activities:

Solution Blueprint
- Defined the future pre-production and WIP tracking business processes and requirements

Solution Design
- Validated the processes and requirements with business stakeholders
- Designed solution functionality in conjunction with the client and vendor resources

Solution Implementation
- Oversaw the configuration and development of the solution
- Assisted with system integration and user acceptance testing activities
- Assisted with the development of training materials and training delivery

Deployment and Post-implementation Support
- Provided post-implementation support until the solution was stabilized and transitioned to the client's help desk

RESULTS

WIP TRACKING SOFTWARE IMPLEMENTED

COMMON DATA REPOSITORY ESTABLISHED

IN-PROCESS ITEM DATA VISIBILITY IMPROVED

As a result of its pre-production and WIP tracking software implementation, the retailer can track requests, comments, attachments, and approvals in a common repository for all samples, submits, and production milestones using a mass-entry user interface. The additional visibility to the in-process items allows the client to have a clearer picture of both the status of individual styles and a season across all brands at any point in the development or production lifecycle.