



# Case Study: Pallet Washing Operations and Enhancements



## Client Challenge

Ongweoweh Corporation was approached by a customer who was in urgent need of support after their incumbent supplier abruptly discontinued a critical on-site plastic pallet and bin washing process. The process involved:

1. Washing pallets and bins by on-site employees.
2. Shipping them to the customer's supplier.
3. Returning them to the customer for use, then back again for washing in a continuous loop.

The potential disruption left the client's operations in jeopardy, requiring immediate action to stabilize their supply chain.

## Ongweoweh's Solution

Ongweoweh swiftly stepped in to deliver a comprehensive solution and ensured seamless on-boarding within 30–40 days. This included training on-site staff and aligning the process with the client's operational needs.

Key initial steps:

- Immediate action to stabilize the washing process.
- Ensuring the transition was seamless, avoiding disruptions to the client's supply chain.

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## Operational Enhancements

Once integrated into the site, Ongweoweh identified and implemented several process optimizations to enhance efficiency, reduce costs, and improve overall performance:

### 1. Barcode Implementation

- a. Barcodes were added to all pallets and bins, enabling precise life cycle tracking.
- b. This innovation provided actionable insights into asset usage and condition, allowing for better inventory management.

### 2. Analytics and Productivity Tracking

- a. Data analytics tools were implemented to monitor productivity metrics and optimize labor allocation.
- b. The analysis helped reduce labor needs and operational costs while improving output quality.

### 3. Cycle Time Optimization

- a. The entire pallet and bin cycle time was analyzed, from washing to end-use, shipping, and return.
- b. This data enabled the client to determine the exact quantity of pallets and bins required in the pool, streamlining inventory management and reducing unnecessary redundancies.

### 4. Employee Incentive Programs

- a. Incentive programs were introduced to boost employee morale and productivity.
- b. These initiatives led to a measurable increase in the number of pallets and bins washed daily, directly benefiting supply chain efficiency.

## Results and Impact

Ongweoweh's proactive and innovative approach led to substantial improvements in the client's operation:

- Stabilized operations within 30–40 days, ensuring no disruption to the client's supply chain.
- Enhanced tracking and monitoring systems for lifecycle data and supply chain transparency.
- Reduced labor costs through data-driven productivity improvements.
- Optimized inventory and asset management, reducing the risk of shortages or excess.
- Improved employee satisfaction and productivity, directly contributing to operational success.

## Conclusion

This case history highlights Ongweoweh's ability to act swiftly in times of crisis while delivering long-term value through innovative solutions and operational enhancements. By combining technology, analytics, and employee engagement strategies, Ongweoweh not only restored stability but also transformed our client's pallet- and bin-washing process into a more efficient and cost-effective operation.

**Contact us today to address YOUR pallet-management/supply-chain challenges!**