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Takashi Abe
Company Director
Welcia Yakkyoku Co., Ltd.

Welcia Yakkyoku are constructing a better warehouse management system to create a more efficient working environment.

At a glance

Country: Japan

Industry: Retail

Website: www.welcia-yakkyoku.co.jp

Challenge

Welcia needed a distribution system to cater for their increasing numbers of shops and products. They had relied on third parties but were frustrated by the lack of consistent quality.

Solution

As a result of employing the Fujitsu Logistic Solution Logifit WM and unifying the warehouse management system, Welcia Yakkyoku was able to improve the quality of distribution and create a more efficient working environment.

Benefits

- A revolutionized system which excludes third parties and allows for control of distribution to be run solely by Welcia Yakkyoku
- Visualization of work conditions leading to improvements in performance and efficiency
- Unification of the warehouse management system to achieve higher quality operations through across the board comparison with a consistent set of guidelines

Customer

Welcia's vision is "for customers to live healthily and lead a rich social life". The company manages drug stores that provide the essentials for an elderly population, while guaranteeing a convenient and peaceful lifestyle for communities through a diverse range of products. Welcia also specializes medical prevention and care, coupled with a specialized understanding of customer needs.

Products and Services

■ Fujitsu Logistic Solution Logifit WM



Utilizing a revolutionized distribution system to enable business growth

Welcia Yakkyoku aims to create shops that provide the necessities for communities. The company wanted to improve the range and number of products while at the same time expand the number of 24-hour stores available. This presented a challenge for the distribution system in place.

"The 2011 Tohoku Earthquake opened our eyes to the importance of revolutionizing the distribution system. The Disaster delayed distribution, showing us that the number of products on our store shelves was low in comparison to rival company stores. We have branded ourselves as a company with "stores that can provide necessities for communities" but couldn't even prove it at that time, so we decided to first focus on our distribution centers," explained Company Director Takashi Abe.

Field Innovation: planning a system to fit the requirements

To overcome these challenges and raise productivity, Welcia Yakkyoku decided to carry out and introduce a warehouse management system - Fujitsu's Distribution Management System known as Fujitsu Logistic Solution Logifit WM. As a result of employing the Fujitsu Logistic Solution Logifit WM and unifying the warehouse management system, Welcia Yakkyoku was able to improve the quality of distribution and create a more efficient working environment.

"We chose Fujitsu not only because of the system, but also because the plans incorporated our vision of revolutionized operations and came with a high level of reliability. The Field Innovation method visualized both the physical distribution and store operations, therefore clarifying the kind of policies needed and the physical challenges to be overcome, which we tackled together with Fujitsu." said Company Director Takashi Abe.

The Logifit WM began operating from June 2017 in correspondence with the start of Saitama Prefecture's Ranzan Distribution Center. The flow met the needs of the customers and the flexible administration styled programming is a strong point of Logifit WM. This was the key to the creation of a system which met the detailed needs relating to the drug stores' distribution logistics.

With independent management comes improvements to distribution quality and efficient work

"The biggest changes since the implementation is we can now carry out management independently. Particularly the visualization of the work situation has been a big factor," says Hidekazu Kamino from the Department of Distribution

Until now, third parties had been asked to carry out control, making it difficult to understand when and what kind of operations were taking place. Since the introduction of Logifit WM "progress can be monitored in real time. Decisions can be made to fix areas in operation that need it and as a result work efficiency has increased," says Ryohei Kita, manager for Saitama Senco Center's Ranzan Distribution Center.

Utilizing the integrated warehouse management system has resolved the problem of inconsistent service provided by third party companies. The required number of people and time for each work is compared so if there are problems that arise it can be soon resolved.

Confirming the work conditions in real time leads to the possibility of instant action when challenges occur. For example, it is possible to know and undertake immediate action when there are missing or late products for stores, allowing for overall distribution quality to be improved. Moreover, "when adding new functions to the system, they smoothly integrate with the unified warehouse management system at each center," Abe explained.

Welcia Yakkyoku has now revolutionized their system, taking control of distribution which had previously been run by third parties. Going forward, the company is looking to expand its relationship with Fujitsu, as Abe explains: "we would like to introduce Logifit WM sequentially to other centers. Distribution systems are the key to continued expansion. I would like to continue to revolutionize the distribution system utilizing Fujitsu's solutions."

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