

Where safety meets efficiency

Regis Corporation: Global haircare leader replaces RF scanning with voice to boost warehouse safety and efficiency



Global leader in hair salon chains, Regis Corporation, replaces RF scanning with Körber One Voice to increase efficiency and warehouse safety.

About Regis Corporation

Headquartered in Minneapolis, Minnesota, Regis Corporation is a global leader in the beauty industry. As owners and operators of over 6,000 franchise salons, Regis offers a wide range of hair care services and products. The most popular brands in the company's product portfolio include Biolage, Paul Mitchell, Moroccanoil and Redken.

Regis has two distribution centers (DC) in North America, located in Chattanooga, Tennessee and Salt Lake City, Utah. Approximately 450,000 to 500,000 eaches are shipped per week in the Chattanooga DC 250,000 square foot warehouse. eaches are an essential part of today's supply chain. At Regis' DC, eaches are bottles of hair care product, like shampoo or conditioner.

Regis Corporation immensely values their employees, striving for the company culture to be a great place to work. With the demand of shipping 3,000 parcels a day, Regis sought out a voice solution to increase efficiency in loose picking and make their workers jobs easier to complete.

At a glance

Project goals

- Improve warehouse productivity
- Increase quality of life for employees
- Create a hands-free environment
- Reduce training time

Solution

- Infios Voice Solutions

15%

increase in
productivity over
RF scanners

15%

efficiency increase
in replenishment

Record low
warehouse
accidents

infios

REGIS CORPORATION

Challenge

Changes in customer buying behavior had created a need for Regis to pick in small lots, or eaches, for customer orders. As a loose piece picking operation, distribution center employees frequently transfer cases out of reserve storage, moving the cases forward into the carton flow rack or into shelving.

The beauty product retailer desired to keep up with rising individual demand while prioritizing employee safety. Regis was originally using RF scanners for picking, replenishment, and returns. Ultimately, Regis identified that using outdated hand-held RF technology limited their productivity, accuracy, and made it harder for employees to do their job.

Solution

Once Regis decided on implementing a process update, voice was quickly determined as the best option for accuracy, efficiency, and safety improvement. Voice was rolled out in the Chattanooga warehouse, updating the following processes:

- Stock picking
- Replenishment
- Put-away
- Returns
- Tour drivers

The use of voice in picking significantly reduced training time of new employees. Training was a simple and easy process of putting on a new headset, walking around the warehouse, and build all the vocabulary needed through speaking specific words.



“Voice integration was extremely easy with very little training by our associates.”

Matthew Comley
Project Manager, Regis Corporation

Results

Efficiency and productivity

Infios's Voice Solution was a huge success in the Chattanooga, TN distribution center. Regis saw improvements in all areas of desired KPIs. They saw an efficiency increase of 15% in replenishment operations and a 9-12% efficiency increase with drivers. Upgrading the distribution center's picking process to voice had a 15% improvement in productivity since switching from RF scanners.



“I hate going back to scanning now, the hands-free environment is so much easier. You're not having to pick up scan guns and scan locations. You can continue working with both hands while you're giving instructions over voice.”

Tom Hunt
Warehouse Associate, Regis Corporation

Regis warehouse associates experienced an easier work environment when the DC introduced voice. Workers have expressed not wanting to return to RF scanning, as being hands-free has become valuable to their quality of life at work.

Worker safety

While implementing voice brought Regis significant gains in productivity, voice also provided a safer working environment for warehouse associates. The new voice headsets allowed for employees to be more aware of their surroundings, as RF screens can be distracting from hazards, like forklifts, around them.

Voice eliminates the need for a hand-held device, helping warehouse associates follow appropriate lifting and handling techniques. With their hands free, employees can properly lift and carry products in the warehouse.

Since switching to voice, employee's quality of life has also improved. Warehouse associates appreciate having their hands free, handling products while verbally updating inventory. Warehouse associates spend less time training for voice than RF devices, as they are able to learn the process faster. Voice has kept the warehouse associates safer in the warehouse, providing relief to employees that they are less likely to cause an accident.



“After implementing voice last year, we had the best year we've ever had for lowest number of recordable accidents in our facility.”

Matthew Comley
Project Manager, Regis Corporation

