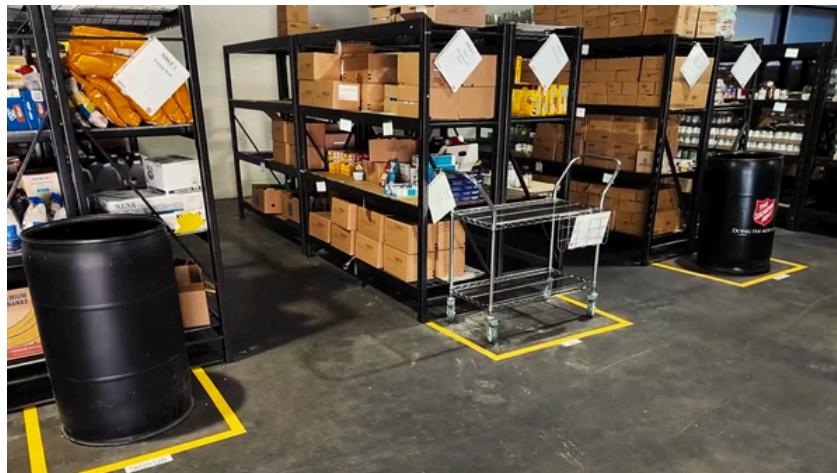


# Lean Consulting

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## *Cuts Time, Doubles Production*



- 53% Reduced Packing Time**
- 62% Decreased Walking Distance**
- 100% Reduction in Motion**
- 2x Increase in Production**

Carolina Handling's Continuous Improvement Department partnered with The Salvation Army of Greenville, Pickens, and Oconee Counties in South Carolina to optimize their food pantry operations.

By applying lean management principles, this collaboration helped improve the delivery of critical services to the community. This **customer success story** shows how the transformation optimized space, improved safety and restored pride in the workplace.

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**RAYMOND**  
CAROLINA HANDLING

**Your Intralogistics Solutions Provider.**



DOING THE MOST GOOD®  
Greenville, Pickens and Oconee Counties, S.C.

## THE CHALLENGE

- The food pantry layout **lacked organization**, making it difficult to locate items quickly
- Assembling food boxes required **excessive walking, bending and squatting**
- Food intake, storage, and pulling processes were **not standardized**
- Volunteers often **struggled to understand** the pantry layout and where items belonged
- Limited **space was not being utilized effectively** to support efficient workflows

## THE SOLUTION

- The Continuous Improvement Department conducted an **Intralogistics Lean Assessment**
- Implemented the **5S methodology** to organize the facility and establish clear standards
- Standardized workflows** and **visual management** tools improved food intake, storage, and picking
- Provided **Lean Basics Training** to equip Salvation Army staff with tools to sustain improvements
- Donated equipment to **support long-term standardization**

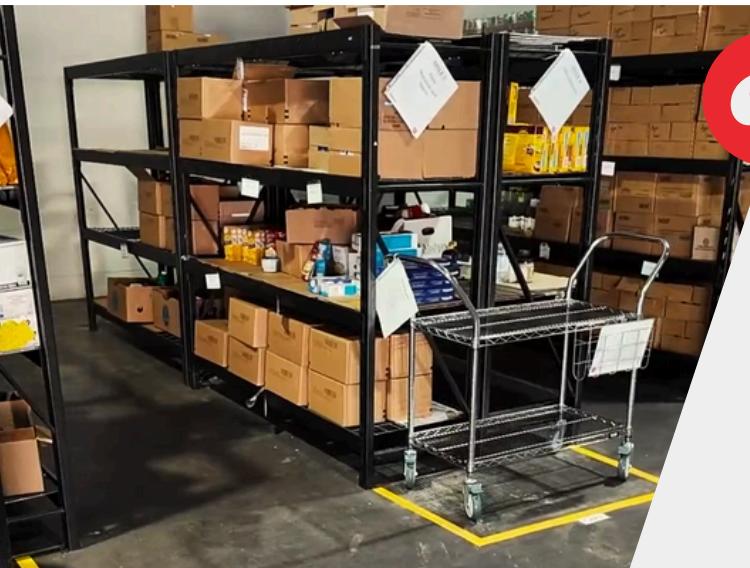
## THE RESULTS

- Reduced food box packing time by 53%, **cutting the process from 5:10 to 2:27**
- Decreased walking distance from **201 steps to 77 steps**, a 62% reduction
- Eliminated squatting during the packing process, achieving a **100% reduction in unnecessary motion**
- Cut total weekly packing time** for 20 food boxes from 51:40 to 24:30
- Clearer processes and organization** improved staff morale and volunteer engagement



**53%**  
REDUCTION

**Reduced food box packing time,  
cutting the process from 5:10 to 2:27.**



**"It made a huge impact to know that somebody cared about what I wanted in here and what we needed to have in here to make it more efficient for anyone that comes in here, volunteer-wise, or staff-wise. **They can come in here now and say, 'I know what to do.'**"**

– Kelly Holzer,  
The Salvation Army

**100%**  
WITHOUT  
QUESTION

**Lean is for any organization that wants to work smarter or serve better. Every business has a process that can be simplified."**

– Louise Preston, Carolina Handling  
Continuous Improvement Lead

## WHY IT WORKED

A multi-day Intralogistics Lean Assessment captured the current state data, which the team used to design a roadmap for impactful change.

**01**

### 5S Principles

Improvements focused on foundational 5S principles, ensuring the space was organized, safe and efficient before new processes were introduced

**02**

### Standardized Layouts

Visual management and ergonomic improvements reduced unnecessary motion and made processes easier for staff and volunteers to follow

**03**

### Lean Basics Training

Training equipped staff with the knowledge and tools needed to sustain improvements long after implementation



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