

Driving faster customer deliveries with 36% increase in warehouse process productivity

Client: Grupo LALA

Industry: Food & Beverage / Food Processing



Challenge

- Streamlining operations across extensive distribution network
- Reducing operational costs at scale
- Optimizing order fulfillment and packaging efficiency

Solution

- Implementing voice-directed operations for task management
- Redesigning warehouse layout based on product flow
- Optimizing workflows and task allocation for efficiency

Results

- 39% increase in order fulfillment efficiency
- 36% increase in warehouse process productivity
- Optimized routing across time, space, and resources
- Faster customer deliveries



Grupo LALA is a leading Mexican company in the production and commercialization of dairy products and beverages, operating under the highest quality standards worldwide.

With 29 production plants, the company manufactures milk, cheese, flavored beverages, juices, yogurt, cream, desserts, and more. LALA operates 15 production plants in Mexico, 9 in Brazil, 2 in the United States, 1 in Guatemala, and 2 in Nicaragua.

Employing over 35,000 people, Grupo LALA boasts the largest refrigerated distribution network in Latin America, delivering products to more than 550,000 customers daily.

Challenge: Optimizing warehouse operations and order fulfillment

With 6,700 distribution routes and more than 150 distribution centers (DC) across Mexico, Grupo LALA's leadership sought solutions to enhance productivity by streamlining warehouse operations, reducing operational costs, and optimizing order fulfillment and packaging in each of its distribution centers.

Solution: Honeywell Voice + Argano

The technology selected by Grupo LALA was Honeywell Voice, a software solution used to manage voice terminals, allowing supervisors to monitor device status and assign new tasks without direct interaction with operators.

A detailed warehouse process analysis was conducted to gain an in-depth understanding of daily DC operations, identifying key areas for improvement. The DC layout was redesigned based on various factors such as product rotation, order size, and designated storage zones. Additionally, a dedicated area was implemented for fresh milk picking and high-turnover products to streamline order fulfillment.

Traffic aisles were clearly defined, a staging area for ready-to-ship orders was established, and continuous order assembly and preparation workflows were developed. These changes enabled operators to move logically and safely, reducing errors during picking and significantly improving efficiency in warehouse operations.

Furthermore, task allocation for yard operators was optimized, where the system accurately assigns vehicles and corresponding loading docks,

ensuring a seamless connection between order preparation and outbound delivery trucks.

Results: Streamlined warehouse operations for faster delivery

Honeywell Voice was the only one capable of ensuring that Grupo LALA would achieve high-performance levels, as it allowed workers to accurately and efficiently distribute products from warehouses and distribution centers to each customer's specific location. Additionally, this technology is fully compatible with their existing ERP and WMS systems, ensuring seamless integration and enhanced operational efficiency.

Key benefits

- 39% increase in order fulfillment efficiency
- 36% increase in warehouse process productivity
- Optimized routing across time, space, and resources
- Improved order picking and assembly flow
- Faster customer deliveries

"Now we can define specific delivery routes for customers, ensuring that orders are fully assembled as required, eliminating extra handling."

Rolando de la Torre
Distribution Manager
Grupo LALA



About Argano

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