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Mike Sacco,
Quantum Foods, Vice President of Logistics and Distribution

The Customer

Quantum Foods is one of the world's largest multiple protein providers to foodservice, military and retail, with a commitment to building customers' businesses with top quality, value-added products. Quantum Foods provides custom menu solutions for leading national and regional restaurant chains, entrees for the U.S. Military, branded and private label programs for grocery retailers and club stores, and value-added products to convenience stores. These products are all distributed from a 300,000 sq. ft. distribution center on their campus in Bolingbrook, Illinois.

The Challenge

Bring distribution in-house to improve inventory integrity and customer service

Quantum Foods was founded in 1992 as a portion cut steak provider for food service and the military. Until 2005, storage and distribution were handled by third party logistics providers. But as Quantum Foods expanded its services to add more products, including branded and private label foods, they found their third party providers did not supply the level of inventory accuracy and control Quantum Foods wanted for both feeding their two campus production facilities and providing desired customer service levels. As a result, they decided to build a new temperature-controlled distribution facility on their campus, and bring distribution in-house.



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The Solution

RedPrairie Warehouse Management

To achieve the level of inventory integrity and customer service they desired in their new facility, Quantum Foods realized they would need a warehouse management system (WMS) capable of handling the unique needs of the food industry. After a detailed selection process, Quantum Foods chose RedPrairie's Warehouse Management solution.

Explains Mike Sacco, Quantum Foods Vice President of Logistics and Distribution, "RedPrairie had both the food industry experience and capabilities we needed. No one else had the required level of food industry functionality. Furthermore, we wanted a brand name vendor that would be recognized by our customers. In the food industry, that's RedPrairie."

Efficiency, Integrity, Productivity

Quantum Foods opened their new DC in 2005 with RedPrairie Warehouse Management directing inbound, storage and outbound operations. The facility is 300,000 sq. ft. with 20,000 climate controlled locations, 5,000 ambient temperature locations, and a refrigerated dock. Approximately 5.5 million pounds of product is handled inbound and outbound each week in a single-shift operation. RF equipment is used to scan every case coming in or going out of the facility.

Sacco reports there was no increase in administrative personnel required to install the RedPrairie system, which he says was, "a big upside." In addition, Quantum Foods' inventory accuracy has risen to 99.2 percent. Sacco continues, "We now have complete inventory integrity and accountability. We know exactly where to find everything and we can track the selections of each employee, which has helped improve productivity."

After the system and facility went live, RedPrairie worked with Quantum Foods to improve the efficiency of selection operations and scanning of outbound pallets. As a result, partial pallet picking efficiency has increased by 75 percent.

Paying attention to customers' needs

Ed Bleka, founder and CEO of Quantum Foods, explains the basis for their success. "It's all about listening and paying attention to customers' needs, then being able to meet these needs without diverging from what our company does best."

Building on that tradition, Quantum Foods leveraged their outstanding new facility to become a third party logistics provider (3PL) for their customers. RedPrairie enhanced the Warehouse Management system to provide the third party billing this required, but no other changes were necessary for Quantum Foods to support their new 3PL business.

Says Sacco, "The RedPrairie system allows us to receive, store and track inventory accurately by customer. It creates the invoice for services and tracks ownership throughout the process."

Sacco states they plan to roll out the WMS to their two campus production facilities as well to gain efficiencies in those operations. This will create a truly integrated production and distribution operation.

"This will provide the level of control and visibility over production and customer service we were seeking, comments Sacco. "RedPrairie has been fantastic to work with."

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Mike Sacco,
Quantum Foods, Vice President of Logistics and Distribution

For more information

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