

Cope and Timmins

The Background

Cope and Timmins has been supplying retailers, interior designers, and curtain makers with decorative and essential products for over 200 years. Its extensive range includes curtain poles in metal and wood, metal and plastic curtain tracks, blinds and accessories, finials, tassels and workroom products making it the market leader in this sector.

The Challenge

This created the need for a nationwide logistics network, which could deliver large numbers of bespoke and low volume items of varying lengths, weights and fragility, plus a high volume of standard length products. The chosen logistics company must also be able to reduce overheads and inventory, as well as store, pick, pack and despatch an expanding product range for next day delivery. Not to mention, co-ordinate retail and online operations and provide a series of bespoke added value services.

The Strategy & Solution

A dedicated Clipper team studied the whole of Cope and Timmins UK operation to understand the nature and special issues relating to their unique product range. We subsequently consolidated the existing distribution operation into one site, to improve performance and increase efficiency. This meant creating a bespoke 33,500 sq ft racked storage solution with a unique pick face design, while retaining the capacity to store up to £1.5m worth of inventory.

We also adopted an 'all the time' picking strategy to meet the peaks and troughs of their high volume online pole-ordering operation and guarantee next day delivery.

The Results

The new system has established labour pick rate and efficiencies that have exceeded expectations. On average, 2000 parcels are accurately despatched per day.

We improved stock integrity levels in the in-house warehouse management system to 99.99%.

We have streamlined order processing, decreased stockholding at the warehouse, minimised deletions and improved turn round times for all parts of the distribution operation.

Our experience and expertise in transfer of undertakings (TUPE) for other retail clients, also allowed us to minimise disruption and maintain employment for the thirty skilled

staff involved. This reduced a major liability to the client and ensured that Cope and Timmins would continue to benefit from their experience.

This faster, more flexible system continues to drive costs down and improve overall customer service levels.

"We chose to work with CLIPPER because of the teams' flexibility and attention to detail. CLIPPER has an excellent track record and could offer the security we needed for our high value bespoke products."

Derek Brown, Managing Director, COPE & TIMMINS