

How a Leading Educational Products Distributor Improved Labor Visibility and Distribution Productivity

1 Introduction

A leading provider of educational products and services supports more than 100,000 schools across North America with the tools and resources educators rely on every day. With a large distribution network and high-volume fulfillment operations, the organization depends on strong inventory accuracy, consistent execution, and efficient labor utilization to meet customer demand.

As part of a multi-year initiative to modernize fulfillment operations across four major distribution centers, the company focused on improving operational efficiency, consistency, and performance visibility at the facility level.

To support this transformation and gain deeper insights into labor performance, the organization partnered with Alpine Supply Chain Solutions.



2 Challenges

Following the implementation of a new Warehouse Management System (WMS), the organization recognized an opportunity to better leverage operational data to improve workforce performance.

Leadership wanted greater real-time visibility into labor efficiency, productivity, and workforce utilization to support more informed day-to-day decision-making.

As operations continued to evolve, the company also needed a standardized method for comparing performance across tasks, shifts, and work areas.

Like many high-volume distribution organizations, it sought to optimize labor costs while maintaining high service levels, throughput, and operational consistency.



3 Solutions

Alpine's Labor Management Practice partnered with the organization to design and implement a Labor Management System (LMS) tailored to its operational requirements and long-term objectives. Alpine developed engineered labor standards and operational best practices that enabled productivity to be measured consistently and accurately across the facility.

By integrating people, processes, and technology, the LMS provided real-time visibility into key performance metrics, including hours worked, tasks completed, and individual productivity. This data equipped leadership with the tools needed to improve labor planning, optimize staffing levels, and drive continuous operational improvement.



4 Implementation

Following the successful deployment of the company's new WMS, Alpine led the next phase of the transformation by designing and implementing the Labor Management System. The team supported system configuration, process design, and the development of engineered labor standards to ensure the solution aligned with warehouse operations.

Alpine also placed a strong emphasis on change management by providing training and working closely with site leadership and supervisors to encourage user adoption and long-term success. This collaborative approach established a strong operational foundation while positioning the organization for continuous performance improvement.



5 Results

With the Labor Management System in place, the organization gained real-time visibility into labor productivity and operational performance, enabling faster, data-driven decision-making throughout the distribution center. Improved schedule adherence enhanced workforce planning while reducing unnecessary overtime and improving labor utilization.

The system also enabled warehouse leadership and Alpine's engineering team to compare actual performance against engineered labor standards, creating greater accountability and consistency across operations.

Beyond measurable productivity improvements, the LMS fostered a culture of transparency, employee engagement, and performance recognition, helping strengthen workforce satisfaction while supporting long-term operational excellence.

