Project Report: Improving Stowing Efficiency at Amazon in IND5

Project Overview

Project Title: Enhancing Stowing Efficiency by Optimizing Process and Equipment

Project Lead: Amenze Erhunmwunse, Amazon Internship Area Manager

Project Duration: June 2024 – July 2024

Executive Summary

The primary objective of this project is to increase the stowing efficiency of associates at Amazon by implementing process improvements and optimizing equipment usage. The feasibility study identified key inefficiencies related to the size of carts used to transport packages from inbound and the process of associates making rounds to bring packages for stowing. By introducing a new role known as "waterspider" and increasing the cart size, we aim to enhance productivity, reduce downtime, and ensure a steady supply of packages for stowing.

Project Objectives

- Increase the rate of stowing by at least 20%.
- Reduce operational downtime for stowing associates.
- Improve the overall efficiency of the inbound to stow process.
- Enhance associate satisfaction by streamlining tasks.

Feasibility Study Findings

During the feasibility study, several critical inefficiencies were identified:

1. **Cart Size**: The current carts used to transport packages from inbound were too small, leading to frequent trips and increased downtime.
2. **Stowing Process**: Stowing associates spent significant time fetching packages instead of focusing solely on stowing.

Proposed Solutions

1. **Introduce Waterspider Role**: Assign a dedicated associate to the waterspider role. The waterspider will be responsible for continuously bringing packages from inbound to the stowing area, ensuring that stowing associates always have packages available.
2. **Increase Cart Size**: Use larger carts to transport packages from inbound to the stowing area, reducing the number of trips required and minimizing downtime.

Implementation Plan

Phase 1: Planning and Preparation

- Identify and train associates for the waterspider role.
- Procure larger carts and ensure they meet safety and operational standards.
- Develop a detailed implementation timeline and assign responsibilities.

Phase 2: Pilot Testing

- Conduct a pilot test in a selected area to evaluate the effectiveness of the new process and equipment.
- Monitor the performance and gather feedback from associates.

Phase 3: Full Implementation

- Roll out the new process and equipment across all relevant areas based on pilot test results.
- Provide ongoing training and support to associates.
- Implement a tracking system to measure the impact on stowing efficiency and make necessary adjustments.

Expected Outcomes

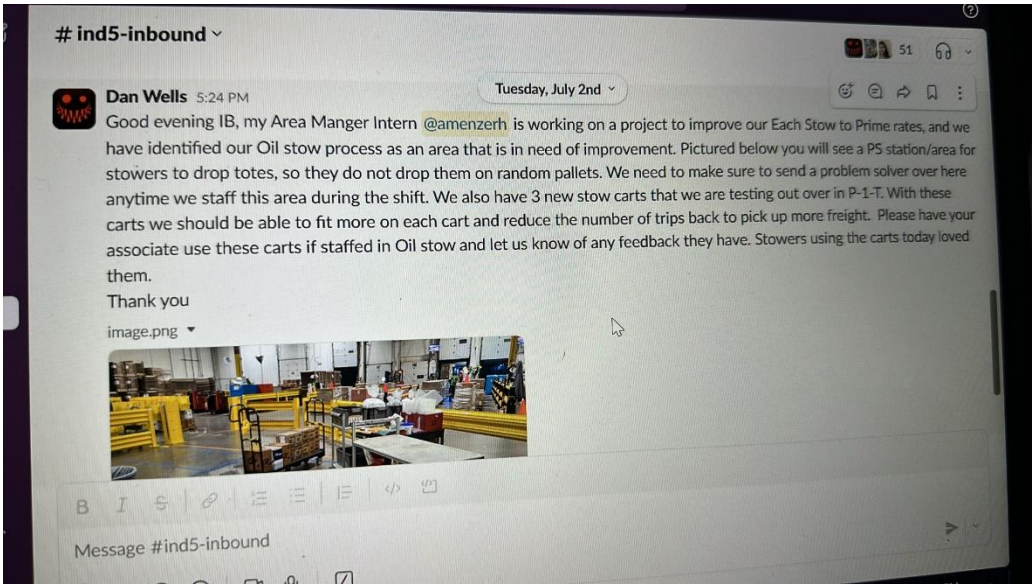
- **Increased Productivity**: A 20% increase in the rate of stowing due to the continuous availability of packages.
- **Reduced Downtime**: Minimization of idle time for stowing associates, leading to more efficient use of labor.
- **Improved Associate Satisfaction**: Streamlined processes and clearer role definitions will enhance job satisfaction and performance.

Monitoring and Evaluation

- **Performance Metrics**: Track stowing rates, downtime, and overall productivity before and after implementation.
- **Feedback Mechanism**: Regularly collect feedback from associates and supervisors to identify areas for improvement.
- **Continuous Improvement**: Use data and feedback to make iterative improvements to the process and equipment.

Conclusion

By optimizing the stowing process through the introduction of the waterspider role and the use of larger carts, we anticipate significant improvements in operational efficiency and productivity. This project aligns with Amazon's commitment to continuous improvement and operational excellence


ind5-inbound
51
Tuesday, July 2nd
Dan Wells 5:24 PM
Good evening IB, my Area Manger Intern @amenzerh is working on a project to improve our Each Stow to Prime rates, and we have identified our Oil stow process as an area that is in need of improvement. Pictured below you will see a PS station/area for stowers to drop totes, so they do not drop them on random pallets. We need to make sure to send a problem solver over here anytime we staff this area during the shift. We also have 3 new stow carts that we are testing out over in P-1-T. With these carts we should be able to fit more on each cart and reduce the number of trips back to pick up more freight. Please have your associate use these carts if staffed in Oil stow and let us know of any feedback they have. Stowers using the carts today loved them.
Thank you
image.png
Message #ind5-inbound


145
147
148