

Project 1: Reducing Order Processing Time for an E-commerce Company

 **Industry: E-commerce & Retail**

 **Project Cost: \$2,500**

 **Project Duration: 6 Weeks**

Project Overview

An online retail company was facing **order processing delays**, leading to **high customer dissatisfaction** and increased **order cancellations**. The challenge was to streamline the process from **order confirmation to warehouse dispatch**, ensuring faster delivery times without compromising accuracy.

Challenges Faced

- Manual order verifications caused **delays and human errors**.
- Inefficient warehouse picking processes **increased fulfillment time**.
- Lack of real-time tracking led to **customer complaints and cancellations**.

Lean Six Sigma Approach

- Used **DMAIC methodology** to identify bottlenecks in the process.
- Implemented **AI-driven automation** for faster order verification.
- Optimized warehouse picking processes using **Kanban methodology**.

Implementation Details

- Integrated **AI automation tools** for order validation.
- Optimized **picking routes** for warehouse staff.
- Established **real-time order tracking dashboards** for improved visibility.

Key Results & Business Impact

- ✓ **Order processing time reduced from 5 days to 3 days.**
- ✓ **Fulfillment speed improved by 40%**, leading to faster deliveries.
- ✓ **Order cancellations reduced by 20%**, increasing revenue.
- ✓ **Customer satisfaction score improved by 25%**, resulting in higher retention.