

# Kichler Lighting Reduces Costs and Paper with Radical Process Platform

Kichler Lighting Corporation designs, contract manufactures and distributes residential lighting primarily in the North American market, with four locations in Cleveland, East Hartford CT, Atlanta GA, and Las Vegas NV. They receive approximately 1,000 new orders per day, and roughly 6,000 active SKUs. In 2014, Kichler deployed an Epicor ERP system.

## Process and Resource Challenges

The Kichler customer service team's review process for product questions involved arduously resolving inquiries through paper, email and phone calls between technical support service representatives, product managers and engineers. The process was hard to track, time-consuming, and challenging to determine who had the ball and whether it was too late to measure against the client's original request. This process involved over 50 people in four departments.

With an overload of credit memos annually and manual cycle times exceeding 10 days, the manpower and delays became inefficient and costly. It often required more than 40 people in multiple departments to reconcile the process. Many additional forms, paper and email processes were also challenging, creating duplications and other setbacks.

Kichler's inventory control was also experiencing issues with misplaced stock requests. Various departments at Kichler request product (fixture) stock items, and the inventory control department must determine if there is ample stock before filling these requests. The warehouse must deliver the items to different drop locations in the building, and requests were occasionally missed or lost, due to inefficient processes.

## Solution

As a Microsoft Office user, Kichler wanted a low-cost process optimization platform that could automate *any business processes* and routings affordably without IT customization or additional costs. As a small business, Kichler wanted rapid process optimization that could integrate data flow and process with their legacy ERP and future system, Epicor.

Through the development of new PHR and FRQ forms and workflows, the CPS solution addresses all departmental processes at Kichler, from the simplest forms to the most complex business process-approved, data-rich information. The solution was implemented through a pilot, requiring limited trained resources, and quickly learned over a couple weeks. The solution is also scalable from on-premise to the cloud (Microsoft Azure, Office 365). Winshuttle Workflow is configured with Microsoft Office applications and leverages Microsoft SharePoint (including the free version which is in place at Kichler today).



## Value / ROI Impacts

Kichler Lighting Corporation automated over 20 processes using Clear Process Solutions and Winshuttle Workflow.

- Real time information and statistics on resources and processes are tracked and used to support continuous improvement.
- Customer experience dramatically improved through streamlined, real time access to ERP information and shortened cycle times.
- 55% reduction in workload for the Kichler Customer Services team.
- Improved data quality through reduced manual steps, field edits and no duplicate entry.
- Queue times significantly reduced
- Ability to review 30 product questions per week – a metric no one previously knew they had coming in
- Warehouse delivers stock to correct locations
- Ability to review 20 fixture requests per week.

"Kichler Lighting has worked with CPS to simplify process, reduced paper and re-entry work while decreasing operational costs including IT customizations"

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