

Warehouse Design and Usage, Inventory Control System, and Material Handling Logistics for a Vertical Transportation Company

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Abstract — *When it comes to delivering an ideal service based on quickness and effectiveness, the main or only focus does not only depend on the customer service, but also, on what, when, where, why, and how background operations work to ensure the availability to provide a service of excellence. In some particular cases, service problems might arise due to misuse of warehouse space, a lack of an inventory control system, and a blurred vision of an opportunity for material handling improvements. Executing a complete analysis where concepts of lean manufacturing, and six sigma are implemented to facilitate the performance of the warehouse and inventory logistics with the appropriate equipment to improve the service offered. From identifying and organizing inventory, to designating areas in the warehouse floor space, to appropriate equipment for handling materials, everything is for a continuous and consistent business where the values of reliability, security, and efficiency are pillars in the company's vision.*

Key Terms — *Inventory Control System, Lean Thinking, Material Handling Automation, Six Sigma.*

INTRODUCTION

In the world of Vertical Transportation, like in any other work area such as Security Cameras, Electrical Stairs, Industrial Doors, there is a service that is provided where usually they involve the installation, repair, and maintenance of such equipment that operates this type of machinery. These types of services require the presence of mechanical and/or electrical items, or parts, which are kept in the warehouse as inventory for the availability in case of equipment malfunctioning, maintenance routine, and new installations. But

also, this works hand to hand with the procedure for material handling equipment to be distributed to numerous projects. The performance of an organization in any service as a whole not only depends on the sales and marketing, but nevertheless, the operations, and logistics as well, play a key role in the success of any type of service.

PROBLEM STATEMENT

The company requires to optimize work effectiveness concentrating on the background operations, or the procedures and functions established for the distribution, and storage of materials, and equipment in the warehouse used for daily services of the company. Also, to be able to reduce downtime on machinery, reduce time dedicated to localizing, and dispatching materials, reducing time focused on buying materials due to the lack of an inventory control system but furthermore, be able to transform these changes, and modifications to an ideal service, and in addition, bring a profit with value, integrity, and honesty.

PROJECT OBJECTIVE

The following pages will put forward a new strategy to improve the workflow while reducing downtime in labor and increasing profit at the same time. An analysis of an innovative design of the warehouse will be conducted, including the incorporation of an inventory control system, and the implementation of adequate material handling equipment for the specific labor at hand. With these modifications, it is expected to see a notable change in downtime for repair, and maintenance labors, reduce time spent on buying materials due to inadequate inventory control system, increase in

accessibility to localizing, and dispatching materials, and equipment in the warehouse, and an overall decrease on work fatigue on the personnel leading to an improvement on labor efficiency and productivity.

RESEARCH CONTRIBUTIONS

The article's vision centers on the improvement of internal warehouse management to refine and bring a higher quality service that will minimize downtime on machinery, shorten project's timelines, in return for an increase in customer satisfaction leading to new clients, possibility of expansion, and overall growth of the company.

LITERATURE REVIEW

In today's evolving and constantly changing market, companies have tended to lean towards a service where waste is converted to value in any way possible. This transformation is called Lean Thinking that takes the principles from Lean Manufacturing and encompasses a broad variety of services and goods found in modern era industries, such as gastronomy and healthcare. In the 1920s, Sakichi Toyoda, also known as the "King of Japanese Inventors", created an automatic loom which could detect defects and stop the process for an operator to assess the problem [1]-[3]. This conceived the concept known today as Jidoka, or, "Automation with a Human Touch". It is determined on eliminating Muda, or, "Waste" by being able to detect defects, assess the situation and be able to control and improve quality while decreasing time done on reworks, amount of scrap produced, and minimize the resources allocated to the removal of debris. Another philosophy that impacts today's modern industries is Kaizen, or, "Continuous Improvement". This theory revolves on the involvement of every personnel, without distinction, to be creative and incorporate ideas on how to improve the process of operations. Sakichi's son, Kiichiro Toyoda, became the founder of Toyota Motor Corporation around the 1930's by converting the textile machinery company establish by his

father into one of the most recognizable, and influential automobile manufacturers in the world till this day. Concurrently, he laid the foundations to what is called the Toyota Production System (TPS) where the focus is directed to the efficiency exerted, the quality produced, and the reduction of waste throughout the process of production [1]-[3]. Besides, yet another concept introduced, called Just-In-Time (JIT), looks up to the idea of minimizing scraps and reducing inventory costs. This ideology is based on having the quantity of inventory needed to create the needed volume of parts to decrease the load of waste. During the 1950's, Taichi Ohno, better known as the "Father of the Toyota Production System", innovated concepts already established by his predecessors and created what is known today as Lean Manufacturing [1]-[3]. Throughout that time, he identified distinct types of waste present in the production process. Due to his observations, he conceptualize a manufacturing process where it has the material necessary to conduct the production needed of volume to narrow the amount of waste, decrease inventory costs, and increase profitability. This theory became the primary fundamental aspect for Lean Manufacturing where it can be seen implemented across different industries worldwide. Additionally, he established what is known today as the Kanban System. It's focal point is to have a visual representation as a tool that manages the logistic part of flow for a production line. By joining Just-In-Time (JIT) and Jidoka, or, "Automation with a Human Touch", Taichi's impact on Toyota fulfilled a more efficient, dependable, and flexible production process by reducing waste, minimizing inventory levels, and guaranteeing that materials are used as needed based on demand.

GENERAL CONCEPTS

Implementing Lean Manufacturing in any type of industry can be challenging work, difficult in some kind of aspect but as a company, it should always be determined to integrate a system of manufacturing focused on a streamline operation, while at the same time reducing waste and

converting it to value, improving work efficiency, increasing customer satisfaction, and having a positive overall growth. Some steps should be considered to be able to successfully achieve a Lean Production or Lean Process. The first step to accomplish said operations is to identify the customer's needs. Determining what the consumer values the most, but at the same time being able to do it without over-engineering or adding unnecessary steps. Knowing what your consumer wants and needs helps the company know how much demand they have from the customers, guiding them to concentrate on the production only when it is needed instead of bulking in advance. This all combined with timely delivery of materials and components from the suppliers and the use of a Kanban System to manage inventory and make sure there are supplies without overstocking. Like everything, there is an opportunity for continuous improvement, or Kaizen, that it's pivotal point is to involve employees without distinction of position to contribute on detecting areas for optimization, and areas to reduce waste. Developing a detailed Standard Operating Procedure (SOP) ensures consistency in manufacturing goods or providing a service that allows for easier identification of deviations that can cause defects and waste. This can be done by presenting the work personnel with training, and seminars to properly discuss and assess the concepts of the procedures and most importantly, keeping the workers up to date with the Standard Operating Procedure as a continuous optimization for the company's growth. In some industries, where there is a wide variety of products or services, such concepts as the Pull System are important to learn and implement in the operations. The Pull System dictates that production or services begin only when receive a confirmed order. This theory helps improve the efficiency of allocating resources and being able to create custom made parts for the different consumer's needs. Supply Chain and Logistics are areas where improvement can produce efficiency in finished goods or customer service satisfaction derived from choosing the correct suppliers from raw material, components, easy to

use, cost efficient, dependable, durable, opportunity for advancement. Coordination and communication are crucial when assessing the Logistics of the operations of any type of industry. Logistics are based on schedules and routines, from the arrival of the supplies to the dispatching of materials, to the delivery routes, work schedules, and personnel position designation. To continuously improve and optimize, a consistent monitoring and measuring performance system must be implemented to have an analysis based on existing data to compare and look for weaknesses and ways to enhance efficiency leading to better performance.

METHODOLOGY & ANALYSIS

In today's industry, companies should evaluate the potential for changing from a traditional manufacturing to a lean manufacturing where goals can be met with less resources but at the same time being able to surpass the goals established. In this case, it will be evaluated various modifications to the operation process of the company dedicated to the service, repair, maintenance, and installation of Vertical Transportation to further enhance the service provided to guarantee a growth in profit, an increase in customer satisfaction, and a growth as a whole. In service-oriented industries, many problems arise due to the way operations are planned and executed, and those inefficient or poorly managed operations tend to affect the way service is conducted, and later perceived by the customers. The logistics of continuous and consistent operation flow must always be present in a service company of any interest where its priority is to maintain complete control of a product or service to be able to sustain enough and more, for a long period of time where profit growth is observed both in advances in machinery, as well as advances in studies included behind many years of analysis and learning, and without ruling out, surrounding yourself with people interested in progressing, learning, adapting and continuous evolution. This analysis purpose is to find the most appropriate logistics for the company's interest encompassing the Warehouse Design and

Usage, implementation of an Inventory Control System, and incorporation of Material Handling Logistics to further enhance operations for an improved service that will translate to growth in profit, customer service, and optimization of internal operations. A warehouse is a physical facility with the main purpose of storing, organizing, and distributing any type of product and materials in an efficient manner. Inventory management has a crucial role in the service industry. The process of ordering, counting, storing, and tracking inventory shall be a priority for the company to accommodate customer's demands, while reducing inventory costs due to overstocking. There are types of inventories depending on the type of service offered. By having an inventory management system, improvements can be seen on the side of capital due to the cost reductions by maintaining optimal levels of stock to prevent over- or understocking costs that arise like storage space, labor, warehousing meaning that cash fluidity improves and gives the opportunity to allocate capital to be used elsewhere in the company, therefore, the effect of having an adequate, controllable, and justifiable inventory management system, translates to a well-defined infrastructure of the complete stock in the inventory that collaterals an enhancement in customer service satisfaction bringing new possibilities of clients, new possibilities of expansion, and future growth in profitability for new operational optimization processes. Having all this data as a tool for a company is a beneficial resource that not only optimizes warehouse operational logistics, but also enhances product's introductions, business decisions involving pricing for product and service, and a higher quality service is delineated to the existing and future clients. When it comes to equipment selection, the needs that are exposed in the service industry must be identified. Having extensive knowledge of the technical requirements also contributes positively, knowing which type of equipment is necessary and which type of equipment is unnecessary. Researching equipment and evaluating its costs should be a primary task when selecting and costing transportation equipment. If it

is possible, in advance, to be able to conduct tests and evaluations of the capabilities of each equipment. The training of the personnel to increase efficiency in the use, maintenance and storage contributes to the efficiency of the service provided. Equipment selection should be a crucial process in any logistics or industrial operation, as they play a vital role in improving efficiency, productivity, and safety in the work area. A current scenario will be introduced, where the design of the warehouse will be explained. How material and components location affects service productivity and efficiency. Also, how infrastructure plays a role in how fast or slow the receipt and dispatch of the product, materials, and/or merchandise is. The type of storage, racks, containers, pallets, etc. How to conduct an inventory system that produces a search for more accessible materials. The reception and dispatch processes and how those areas are affected due to poor logistics selection. Furthermore, operational efficiency where new ways are always analyzed to improve what already exists. And finally, in the case of returns and waste, how to work with defective products and how to correctly manage waste. The DMAIC Process stands for Define, Measure, Analyze, Improve, and Control. It is a valuable tool used in today's industry to optimized operation processes and logistics through the utilization of Six Sigma. It focuses on the importance of eliminating defects by diminishing variations in the process due to the identification of inefficiencies that affect the throughput of the process. As shown below in Figure 1, the DMAIC Process is presented.



Figure 1
DMAIC Process

The first step in the DMAIC Process is the Define section. Being able to identify the source of the problems or the opportunities to optimize operations helps understand what aspect of the process is not meeting customer needs and/or business needs. The Project Charter is a vital instrument when starting any type of project. This document functions to announce and approve the project selection, as well as give the project manager the authority to meet objectives using organizational resources. Also, it defines the success of the project, offers deadlines, and provides information on the identified risks and the budget. As shown below in Table 1, the Project Charter is presented to the company.

Table 1
Project Charter

PROJECT TITLE	Warehouse Design and Usage, Inventory Control System, and Material Handling Logistics for a Vertical Transportation Company
DATE	Monday, August 5, 2024
PROBLEM STATEMENT	Inefficient operations leading to substandard customer service
BUSINESS NEED	Optimize operations to increase profit for company growth
SMART GOAL	Reduce costs and waste, increase satisfaction from costumers
SCOPE	Provide a service that is reliable, safe, efficient, easy to use, and friendly to the customers
TEAM	Project Manager: Brian A. Vázquez Díaz Company's Personnel
MILESTONES	After implementations, notice an increase in sales, customer's satisfaction, personnel work relief, and an overall growth for company

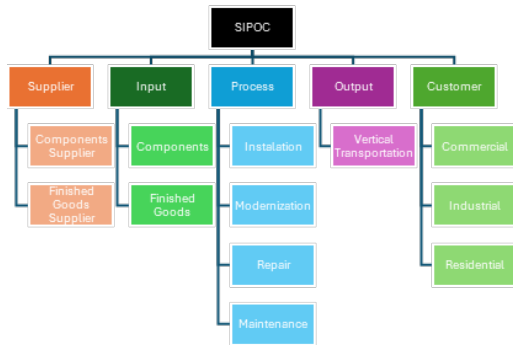


Figure 2
SIPOC Diagram

The term SIPOC stands for Supplier, Input, Process, Output, and Customer. This term is presented using a diagram where all the improvement elements that are stipulated in a project are defined. In this type of diagram, you can see the different interactions between suppliers, inputs, the process, outputs, and customers and how each one relates to each other. Additionally, with this

diagram, it can be determine which problems are relevant and which do not affect the final result of the project, so that the focus is on the areas of greatest interest and areas that require more time to complete. As shown below in Figure 2, the SIPOC Diagram is presented to the company.

The second step in the DMAIC Process is the Measure section. This part focuses on the performance of the operations and collects data to quantify the problem. For better understanding, a Process Flow Diagram is utilized to have a visual representation of the order of the steps of the process of operations to be to analyze, and optimize areas where inefficiency has been identified, waste that can be turned to value instead of disposed of and prevent defects in the process. Using this tool during the process of improving operations simplifies the work by giving clarity to the workflow and be able to identify inefficiencies, allowing for an understanding of the process and aligned on improvement objectives, also, provides targeted improvements due to available to identify problems that include defects, delays, or steps in the process that are unnecessary, and presents a documented view of the process which can be used for future reference for improvement and optimization on operational processes. A Process Flow Diagram is shown below in Figure 3 for a Call Back Service.

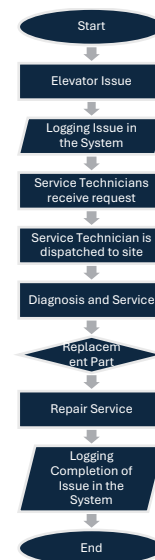


Figure 3
Call Back Service Process Flow

An alternative to use during this step of the process is the Measurement Assessment Matrix. As shown below in Table 2, the Measurement Assessment Matrix is presented to the company. This tool is utilized to evaluate and prioritize key performance indicators (KPIs) for companies. This matrix helps identify metrics or criteria that are important to monitor and improve performance upon in areas such as customer satisfaction, safety incidents, and installation and preventive maintenance periods.

Table 2
Measurement Assessment Matrix

Item	Metric	Relevance	Measurability	Frequency	Actionability	Weighted Score
Measurement Assessment Matrix						
1	Elevator Downtime	5	4	5	5	4.8
2	Customer Satisfaction	5	3	4	5	4.3
3	Preventive Maintenance	4	4	4	4	4.0
4	Safety Incidents	5	4	3	5	4.3
5	Installation Time	5	4	4	3	4.0
6	First-Time Fix Rate	4	3	4	4	3.8

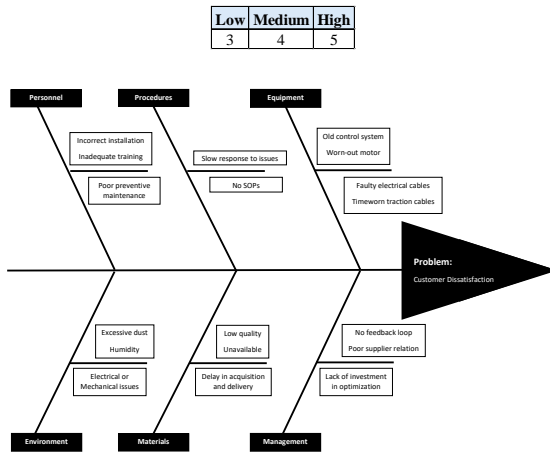


Figure 4
Fishbone Diagram for General Elevator Company

The third step in the DMAIC Process is the Analyze section. Therefore, this sector emphasizes the ability to identify the origin of the causes of the problem. It is all about identifying and understanding defects and inefficiencies and how and why they occurred, how frequently, to what extent, etc. An essential tool to use to identify and categorize potential causes of specific problems is called a Fishbone Diagram, also known as Ishikawa Diagram or Cause-and-Effect Diagram. This type of

diagram helps better understand and visualize the root causes that are creating a problem in the company, therefore, knowing the relation between causes and the problem itself is key to be able to incorporate corrective measures to eliminate the issues. A Fishbone Diagram is shown below in Figure 4 for a General Elevator Company.

The 5 Why's method concentrates on identifying and analyzing the origin of a problem by asking "why" five times, or as many times it takes to get to the root cause and then proceed to implement improvement tools to keep the problem from recurring in future operations.

Table 3
5 Why's Case 1

Why 1:	Why is the Elevator Repair Service inconsistent?
Answer:	Disorganization
Why 2:	Why is there Disorganization?
Answer:	Lack of Control
Why 3:	Why is there Lack of Control?
Answer:	Lack of Training and Scheduling
Why 4:	Why is there Lack of Training and Scheduling?
Answer:	Lack of Supervision
Why 5:	Why is there Lack of Supervision?
Answer:	Lack of Standard Operating Procedure (SOPs)

Root Cause for Case 1

The root cause is the lack of a Standard Operating Procedure (SOPs) for services involving the repair of the elevator.

Corrective Action for Case 1

Integrate a training system which dissect the proper and correct way to conduct an Elevator Repair Service that complies with company and government regulatory laws.

The fourth step in the DMAIC Process is the Improve section. It's focal point is to develop and implement mitigation solutions that assess the root causes of the problems by using optimization techniques and processes to reduce defects, improve performance, and increase customer satisfaction. A Quality Function Deployment (QFD) is a key tool used in industries who utilize the Six Sigma methodology. A QFD purpose is to integrate and create a relation between customer needs and demands, versus the technical procedures and regulations with a main goal to meet or exceed customer expectations by guaranteeing that the

why of the decision involving the optimization of the process. Executing a control plan will help observe and monitor the crucial process metrics to identify if the improvements incorporated are sustained over time. Without undermining what is identified with the observations and monitoring of the process, using an important method named before, Kaizen, or “Continuous Improvement”, aids in the ability of the company to gather as much information regarding the areas for improvement in the process by involving the personnel’s experience, ideas, and opinions with respect to conserving and in some cases optimizing areas identified for advancement in the process. An SOPs is shown below in Figure 5, for the Elevator Company with respect to the Elevator Breakdown Service.

Standard Operating Procedure (SOP)		
Process Name:	Author (Date):	Approver (Date):
Elevator Breakdown Response SOP		
Responsible Audience		
Management, Technicians		
Purpose/Goal		
Outline step-by-step the procedure to be followed by technicians for emergency.		
Standard Operation Procedure:		
<ol style="list-style-type: none"> 1. Breakdown Notification: <ol style="list-style-type: none"> 1.1 Date, time, and location of breakdown. 1.2 Gather information from the customer. 2. Technician Dispatch: <ol style="list-style-type: none"> 2.1 Nearest available technician near location. 2.2 Essential tools, spare parts, and safety equipment. 2.3 Verify brakes, ensuring proper function. 3. On-Site Protocol: <ol style="list-style-type: none"> 3.1 Assess passengers for rescue. 3.2 Shut off elevator power supply and secure the area. 3.3 If injury present, contact emergency authorities. 4. Diagnose Issue: <ol style="list-style-type: none"> 4.1 Verify control system for recent activity. 4.2 Verify motor and mechanical systems. 4.3 Troubleshooting for electrical problems. 5. Repair Process: <ol style="list-style-type: none"> 5.1 Conduct reparations if needed based on the diagnosis. 5.2 Trial run with and without passengers. 6. Post-Repair: <ol style="list-style-type: none"> 6.1 Record findings and repairs conducted. 6.2 Inform the issue and the repairs to the building management. 6.3 Make suggestions to minimize breakdown occurrence. 		

Figure 5
SOP Document for Elevator Breakdown Response

Two especially important concepts to implement during this analysis process is Visual Management and the 5S method. Both theories help improve efficiency by incorporating in workplaces cleanliness, safety, and organization as priorities for increase in worker’s productivity leading to an improved customer satisfaction. In addition to increasing productivity, and a reduction in downtime, which translates to workers having the correct and proper equipment and tools to work in the warehouse, installation sites, modernization sites, preventive maintenance, and repair sites, leads

to a better understanding of the status of work, followed by an increase in overall performance, and improving the services provided to the customers. The first tool, Visual Management, focuses on the impact of communication efficiency by assessing the workforce about safety regulations, essential information, and processes that are explained to the personnel. This method helps streamline work operations that not only affects how service is provided, but also how customers respond to the service given, and how workers performance increases due to the improvement in productivity. As shown below in Figure 6 for a Elevator Breakdown.

Process Name:	Elevator Breakdown
Visual Management Tools:	
Tool #1	Status Boards
Using boards to color code the type of repair service provided. Green for Mechanical. Red for Electrical.	
Tool #2	Service Logs
Maintain a service log that states the history of repair services including date, and any remarks and observations.	
Tool #3	Checklists
Provide the preventive maintenance crew with a checklist of past repairs for checkup.	
Tool #4	Tool Management
Using the correct and proper tools for repair. Ensure spare parts are available in case of replacement or repair.	

Figure 6
Visual Management Document for Elevator Breakdown

The second tool is the 5S method. The 5S are Sort, Set in Order, Shine, Standardize, Sustain. The first one, Sort, centralizes the elimination of unnecessary items, tools, materials, and parts to keep the warehouse and, installation and modernization sites clean and functional. For the warehouse scenario, constantly checking the inventory for obsolete parts, outdated controls, or unused cables and storing heavy, critical parts like motors and rails in easy access areas while lighter, less essential items on bins and shelves or archived or disposed of. The second one, Set in Order, focuses on the organization of tools and equipment in a logical way that translates to better efficiency. For a warehouse, having an inventory labeled, organized, by type and frequency of use eases the employee in the search

and locating what is needed. The third one, Shine, centers on keeping maintenance routine on time for tools and equipment leading to better performances during the use for installations, modernizations, repairs, or maintenance services while keeping safety and efficiency as priorities. In a warehouse, establishing a daily cleaning routine helps keep inventory clean, clear, and free from dust. The fourth one, Standardized, has its focal point on standardizing procedures and practices to maintain consistency. In the warehouse, putting in place SOPs about receiving and dispatching merchandise, storage of merchandise, and material handling equipment ensure employees follow the same processes. The fifth one, Sustain, has its center of attention on creating habits and behaviors that maintain the 5S discipline over the long term. Through training, audits, and continuous improvement (Kaizen), warehouse efficiency, installation and modernization efficiency, and any other type of services provided can be transformed into a lean service where there is no waste unattended and in some cases, waste can be turn into value, where overall organization translates into time efficiency, therefore, better daily performance of the work force, where keeping clean and up to date, promotes safety and efficiency, and this processes, practices, procedures, become systematize to enhance performance, efficiency, and productivity across all areas of the company.

RESULTS & DISCUSSION

For an Elevator company, the importance dedicated to the utilization and design of the warehouse, the implementation of an inventory control system, and the correct and proper use of material handling equipment shall not be avoided. The lack of attention to these specific areas can cause problems in other areas of the company. In this case, the analysis was focused on how the lack of optimization in these areas affect the operational processes internally and externally, which translates into a substandard service leading to an unsatisfactory customer. By using different tools,

concepts, and methods, a complete analysis was conducted to identify deficiencies in the operational process that are caused by the lack of prioritizing in optimization. Deficiencies were observed and analyzed to identify and mitigate the impact on the customer and therefore, help improve operations as a whole, encourage the company to focus on improvements and optimizations, and increase the company's income. Having operations that are efficient, safe, and cost-effective helps improve the workflow of the operations in favor of the company but most importantly, it impacts how the customer perceives the company due to providing an outstanding service that brings satisfaction not only for the customers but also for the company. The primary purpose of a warehouse is to maximize space utilization, maximize equipment utilization, maximize labor utilization, maximize material accessibility, and maximize material protection. An inventory control system is important for the company to allow the company to track parts, components, materials, equipment, and tools used in the services to be able to analyze the capital spent and how it can be allocated in other areas for further improvement. The incorporation of an inventory control system provides real-time tracking of the stock in the warehouse, in the installation and modernization sites, and what was used for any repair or replacement service, but also, for maintenance services. The optimization of the warehouse logistics will ensure a quick and effective enhancement on customer service, leading to an improvement on customer satisfaction. All of this entails an analysis where the correct equipment is used to provide the correct quantity of the correct material, in the right place, at the right time, in the right sequence, in the right position, in the right conditions and at the right cost. Although the company already has much of the material handling equipment needed, some of those need replacement, therefore, if new acquisitions are made in the future, implementing a maintenance routine, and verifying safe use regularly, will improve transportation, storing, controlling, and protecting but also the service life of the equipment. As an observation, the

vehicle used for transporting materials, equipment, and tools is due to a needed replacement that includes a lift gate for safer loading and unloading heavy equipment, reduce labor costs needed, minimize the occurrence of damage to goods, increase efficiency, versatility and convenience that will at the same time reduce physical strain and injuries on the personnel. This investment will provide a significant increase in the operations efficiency and workers' performance on services leading to financial growth.

CONCLUSION

For a company dedicated to the service, repair, maintenance, and installation of Vertical Transportation, appropriate material handling equipment, an effective design of the warehouse logistics, and a user friendly but efficient inventory control system produces improved performance output from personnel, increment in capital, increase customer satisfaction, potential expansion of customers, and an overall growth that translates to all parts of the company. An inventory control system is crucial for the service of the company by ensuring that the components for repair, maintenance, installation and modernization services are available at any moment needed due to a well-defined warehouse logistics and design that renders into a greater customer satisfaction with the correct and proper acquisition and use of the material handling equipment required to dispatch, deliver, transport and receive any equipment, material or component for the services provided by the company. By optimizing the warehouse design and usage, incorporating an inventory control system, and implementing material handling equipment logistics, the company will enhance productivity and performance of services, create a consistent operational workflow internally and externally, and increase customer satisfaction leading to growth in knowledge, financial growth, the opportunity for expansion of service reachability, and an overall growth for the company.

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