



CROWN

Asia Pacific

Application Report



COLES MYER LOGISTICS – SYDNEY

Crown Reach Trucks & Stockpickers delivering the goods at Coles Myer



PHOTOS COURTESY MANNESMANN DEMATIC COLBY SYSTEMS

The ergonomic design of Crown's RR5000 Series Pantograph Reach Trucks is proving popular at Coles Myer's new distribution centre at Smeaton Grange, west of Sydney.

Productivity gains have been attributed to the RR5000's flexible layout, which enables operators to sit, lean or stand, greatly reducing fatigue over the course of a shift.

Working in high bay storage systems up to 8m high, the fleet of 16 RR5000s are also

fitted with cameras and height selectors to assist operators with the placement and retrieval of pallets.

The camera is positioned at the base of the mast carriage between the tynes, while the vision is relayed to a screen mounted in the

Above High bay racking combined with narrow aisle high level Stockpickers provides optimum use of the warehouse space.

Ten Stockpickers fitted with furniture platforms handle all the furniture picking requirements.



“The sit, lean, stand option on the Crown reach truck is seen as a major breakthrough in ergonomic design.”

operator’s compartment. This initiative helps to boost productivity, improves the safety of the operation and significantly reduces the potential for damage to stock.

“Operator safety and comfort is a critical factor when evaluating a forklift fleet,” said Smeaton Grange DC Manager, Mr Vic Simpson.

“There have been too many instances of neck and shoulder injuries over the years. The sit, lean, stand option on the Crown reach truck is seen as a major breakthrough in ergonomic design.”

“The posture flexibility is enhanced by both

the low profile design of the operator’s compartment and the ability to adjust the seat and operator console,” added Mr Simpson.

“From an operator’s perspective, the RR5000 series is very user-friendly.

“Crown have made many improvements that assist the operator, particularly in regard to hydraulics and lifting efficiency, travel speed and noise,” he said.

The Smeaton Grange DC was opened in the first half of 1999 and represents a major shift in supply chain strategy for Australia’s largest retailer.



Above & right The use of on-board cameras and height selectors has helped to improve productivity and safety.





Left Several of the Crown lift trucks can be seen in operation in this overview of the Smeaton Grange DC.

Coles Myer business units, such as Grace Bros, Bi-Lo, K mart and Coles Supermarkets, had previously operated their own distribution centres to support their network of stores. The Smeaton Grange DC, however, is handling merchandise for both Kmart and Grace Bros.

With Coles Myer Logistics' new philosophy being to focus on products and destinations, not brands, the operation will evolve into a single supply chain methodology for both businesses.

The use of high bay storage in combination with Crown narrow aisle reach trucks helped Coles Myer to consolidate the operations from two distribution centres with a combined footprint of 120,000m² into one 60,000m² facility.

With the product stored ranging from large furniture items to small consumables in aisles as narrow as 1,600 mm with storage up to eight metres high, the challenge was to ensure a lift truck fleet that could operate within these parameters without increasing OH&S risk, while achieving the productivity targets.

For furniture picking and put-away, Coles utilises 10 Crown 15SP48 furniture handling, high level Stockpickers. They are fitted with picking platforms, which are 2.4 m long, allowing two operators to handle the furniture from the racking to the picking platform.

To ensure operator safety, the Stockpickers are supplied with retractable safety lanyards, which don't restrict the operator's ability to move around the platform, but will lock-out like a car seatbelt if an operator were to fall.

Even with the additional weight of the picking cage and increased load centre, the Stockpickers still allow a load capacity of 700 kg.

“From an operator's perspective, the RR5000 series is very user-friendly.”



Above & left The on-board camera is positioned at the bisect of the mast carriage.



Above Smeaton Grange DC Manager, Mr Vic Simpson.



Right Specially designed Stock pickers are used to select products from the high bay storage system.

In addition to the narrow aisle equipment, Crown also supplied Smeaton Grange with 50 powered pallet trucks and four tow tractors for loading and unloading trucks, and general pallet movement within the warehouse. Completing the line-up of Crown lift trucks is a new Crown LPG-powered, 2 tonne forklift, which is used for the general yard and external warehouse work.

Crown's product support infrastructure was a key issue in the forklift fleet decision.

Vic Simpson explained: "We need to select materials handling equipment that is backed

by excellent after-sales support. Crown's technicians have a thorough understanding of their products and also understand our particular operations. The equipment is easy to service and so far is proving to be reliable, however, when breakdowns do occur, service response time is extremely quick, reducing downtime and lost productivity.

"The sheer size of Crown allows them to offer services on a scale that we require to develop our business."

The Smeaton Grange DC currently services 28 Grace Bros stores and 42 Kmart stores throughout NSW and ACT. Through its 24 receiving docks and 57 despatch docks, it handles 5,500 customer home deliveries per month. The throughput per month can be accredited to:

- 37,000 items of furniture, electrical and homeware items to Grace Bros stores
- 282,000 cartons to Kmart stores
- 54,000 cartons of cross docking merchandise from Sydney suppliers to Kmart stores in NSW.

Right & below A 2 tonne LPG-powered forklift is used for general yard work, while a fleet of powered pallet trucks is used for general pallet movement within the warehouse.



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