

# Picking Area Error Reduction Efforts Successful at Diamondback Automotive Accessories

written by Lauri Moon | April 28, 2022



Diamondback Automotive Accessories, located in Philipsburg, PA with 117 employees, manufactures load-bearing pick-up truck covers and accessories used primarily by outdoor enthusiasts.

Diamondback continues at a rapid growth rate at their Phillipsburg facility, experiencing 25% growth in 2020, followed by 45% growth in 2021. As the company enjoys rapid growth, it also experienced an increase in customer complaints. The main reason for the customer dissatisfaction was errors in picking the right parts to be shipped along with the truck cover. As a percentage of orders, greater than 2% contained picking errors.

IMC's Continuous Improvement Expert, Jeff Kopenitz, facilitated a dedicated team of Diamondback employees to focus on the errors in the picking areas. Over the course of eight days of on-site facilitation plus off-site coaching, Jeff guided the team through various Lean tools such as A3 thinking, PDCA cycles, DMAIC projects, FEMAs and Coaching Katas.

As a result of these efforts, manufacturing communications were improved, key parts visualization was enhanced using shadow boards, labelling was enhanced, equipment such as scales were deployed, and processes were changed and improved. In one year, the picking errors percentage has dropped from 2.29% to 1.29%. Diamondback is well on their way to achieving their next target goal of less than 1% picking errors.

"The results of this project far exceeded my expectations. Every minute and every dollar spent with IMC has resulted in tremendous returns. With IMC's help, we are achieving our mission of being a company that people love to buy from." Gerald

Gardner, Quality Manager