How Title 2 Business Services Increased Capacity During a Pandemic

About Pyramyd Air

Pyramyd Air is one of the world's largest online retail stores for air guns, airsoft guns, ammo, and accessories

Pyramyd Air, located in Solon, OH, a Cleveland suburb, operates both B2B and B2C distribution models for most of the largest airgun manufacturers in the world.

Serving both domestic and international markets, Pyramyd Air distributes from two US distribution centers to consumers through traditional retail outlets and its own retail website.

The Title 2 team impressed me with how quickly they assessed our operational challenges and the quick and economic solutions they provided. Not only did they point to our weak spots, they came up with what I thought were ingenious ways of solving them. The trio is a unique combination of vast operational experience. IT skills and people skills that is hard to come by. The 3 owners complement each other in great ways that create a unique experience for us - the customer, in identifying and solving problems.

Val Gamerman, President, Pyramyd Air

+85%
Increase in capacity in 1 month

0
No increase in required headcount

90%
Reduction in Past Due Backlog

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The Project

When it Rains, it Pours

During the COVID-19 pandemic, Pyramyd Air saw a huge spike in demand. With much of its target customer base quarantined or ordered to shelter in place, demand for activities that can be enjoyed quietly at home skyrocketed. In just a few weeks, Pyramyd Air's incoming order rate made its "slow season" a string of record selling months.

Being staffed for the slower part of its season and having this kind of volume increase created a shortage of capacity. Add to that, social distancing guidelines reduced the number of employees that could be in the building at one time.

Title 2 partnered with Pyramyd Air in April of 2020 to rapidly increase capacity in the facility with the limited headcount mandated by CDC guidelines. Within two days, the team developed a plan to increase capacity in two phases. The first phase was designed to increase capacity in the packaging area by reducing footprint, designing and assembling packaging stations around a single in-feed buffer and changing job functions to allow packers to pack. This involved calculating box demand by type so boxes could be built by a dedicated resource into a buffer smaller than the box stock footprint, thereby reducing packaging time and reducing travel for packers from over 20 feet per package to under 3 feet.

Phase two was designed to increase the volume of picked orders being presented to packaging. This phase created new picking carts to pick to order versus picking in bulk and resorting at the drop point. This phase also required the creation of an interface to Sage that grouped orders by proximity of pick faces, automatically generating pick plans that were sent to the shop floor. This scheduling approach reduced picker turn times from over forty minutes on average to under 10 minutes.

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Title 2 acted not only as management consultants and analysts, they operated as shop floor partners. From reconfiguring material and equipment and relabeling warehouse locations to reconfiguring RF Handhelds to pick to bin, writing an overlay to Sage scheduling and managing multiple outside IT resources, Title 2 developed a plan and provided all the necessary outside resources to see the project to completion.

Results That Speak for Themselves

By the end of the project, Pyramyd Air experienced:

- Elimination of 9-day backlog of past due orders

- Increase in Packer output of over 100%

- Reduction in Picker turn time of 75%

- Near elimination of manual pick ticket calculation and generation

- Record shipping volume days

- Simplification of several key jobs making recruitment of labor substantially easier

- Reduction of WIP and dwell time on orders in process

- Scalable solution with next capacity limit 2.5x the former single-day shipping record