



The Toro Company



The Client

The Toro Company is a leading worldwide provider of innovative solutions for the outdoor environment including turf, snow and ground-engaging equipment, and irrigation and outdoor lighting solutions. Through a network of distributors, dealers and retailers in over 90 countries, Toro offers products to help golf courses, professional contractors, grounds-keepers, agricultural growers, rental companies, public institutions, and homeowners around the world.

Pain Points

- Poor inventory cycle counting strategy resulting in inefficient processes, inaccurate/excess inventory and write off surprises
- Inconsistent inventory cycle counting procedures that lacked proper controls and caused location inaccuracy and inventory shrinkage
- Inaccurate inventory impacted Operations, on-time delivery and customer satisfaction
- Excessive cycle counting labor costs experienced in the plants & DC's
- Wrong parts/product at the wrong time and place due to mix of inventory managed (IM) and warehouse managed (WM) locations
- Excessive manual reporting processes

Pragmatek Solutions

- Leveraged SAP's inventory cycle counting capabilities and industry best practices to meet Toro's objectives
- Developed/implemented Tablet/scanner functionality to eliminate paper process
- Leveraged QlikView Reporting to design a Global Inventory Reporting toolset
- Delivered phased implementation for 32 DCs & Plant locations globally
- Worked with Internal/External Audit to gain consensus for new process
- Drove change management at all levels to ensure sustainability of new procedures

The Payoffs

- Implemented a Global, robust ABC Cycle Counting solution, standardizing processes and procedures
- Improved Inventory Existence metrics, procedures and practices
- Designed/implemented a solution that would be resource neutral
- Eliminated statistical count that required manufacturing plants or DC's to be down for multiple days requiring thousands of hours of resources

From the Client

- "... Pragmatek was instrumental ensuring that we used standard SAP functionality, streamlined our RF processes and developed QlikView reporting tools. Pragmatek was a great partner for us and worked closely with our plant and distribution center personnel regarding implementation, training, providing documentation, following up on questions, and resolving problems. "
 - **Amy Jensen - Senior Manager, Cost Management**