DECISION DASHBOARD

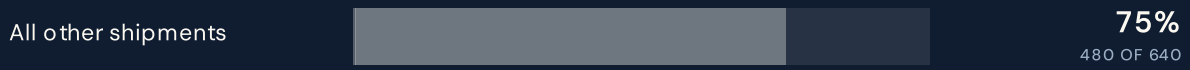
Errors concentrate in one shipment group. The cause is not yet established.

32 of 640 reported shipments carried the wrong SKU (5.0%). 27 of those 32 came from 160 adjacent-bin variant-pair shipments. The concentration is a reported pattern that justifies investigation, not a proven cause.

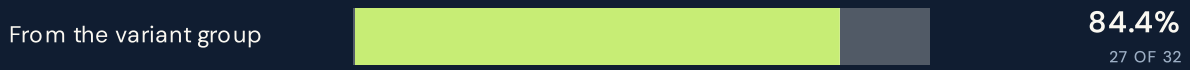
84.4% of reported wrong-SKU shipments came from 25% of shipments

SHARE OF 640 SHIPMENTS





SHARE OF 32 WRONG-SKU SHIPMENTS





Each bar is a share of its own total — 640 shipments, then 32 errors. These are shares, not error rates. Groups were not matched for product complexity, scan completion, workload or individual workers.

REPORTED TOTALS

640 SHIPMENTS DISPATCHED	**32** WRONG SKU
5.0% OVERALL REPORTED RATE	**16.9%** VARIANT-GROUP RATE 27 OF 160

NEXT DECISION

Agree whether to run the proposed bundled pilot on the next 200 eligible variant-pair shipments. Proposed success and stop criteria, scope and dates are not yet agreed.

PROPOSAL · FOR CLIENT AGREEMENT

Test three changes together, on the shipments where errors concentrate.

A time-boxed proposal for the next 200 eligible adjacent-bin variant-pair shipments. Scope, dates, success criteria and stop triggers are not agreed. No pilot has run, so there are no results to report.

RELEVANT BASELINE · THIS GROUP ONLY

16.9%

27 of 160 eligible variant-pair shipments were reported wrong-SKU. The 5.0% overall rate is diluted by the 480 other shipments and is **not** the comparison point.

PROPOSED PILOT SIZE

200

next eligible variant-pair shipments, if the client agrees the scope and criteria.

BUNDLED, NOT ISOLATED

Separate bins, clearer labels and final-scan verification would run together. Any improvement could not be attributed to one of the three changes; isolating them would need separate follow-up tests. No savings or error-rate forecast is offered.

THREE CHANGES, PROPOSED TO RUN TOGETHER

01 Physically separate adjacent variants

Give each adjacent-bin variant pair its own bin location so similar parts are not picked from neighbouring slots.

SUGGESTED OWNER · WAREHOUSE LEAD

02 Clearer variant labels

Make the distinguishing variant attributes legible on the bin and on the pick label, so the two parts are visibly different at the point of pick.

SUGGESTED OWNER · OPERATIONS MANAGER

03 Verify the final scan

Check that the closing barcode scan happens on every pilot shipment, and record where it is skipped. Current bypass frequency is unknown.

SUGGESTED OWNER · OPERATIONS MANAGER

Not agreed	Not set	Not set	Suggested
START DATE AND DURATION	SUCCESS THRESHOLD	STOP / REVIEW TRIGGERS	OWNERS: OPERATIONS MANAGER, WAREHOUSE LEAD

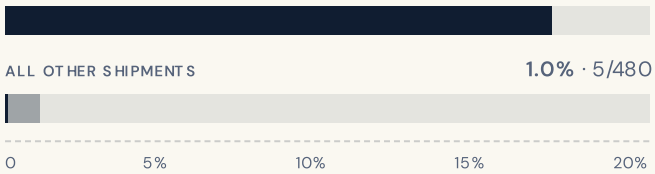
EVIDENCE REPORTED SO FAR

Three comparisons, one reading: the pattern is descriptive, the cause untested.

All three figures come from the consultant's reported audit of 5–30 October 2026; shipment records were not independently inspected. Every bar is drawn on the same 0–20% axis and labelled with its count and denominator.

A · PRODUCT GROUP

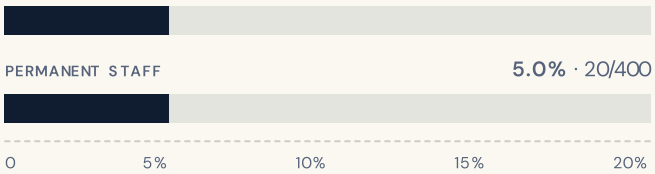
16.9% adjacent-bin variant pairs
27 of 160



Groups were not matched for product complexity, workload or individual workers.

B · STAFFING

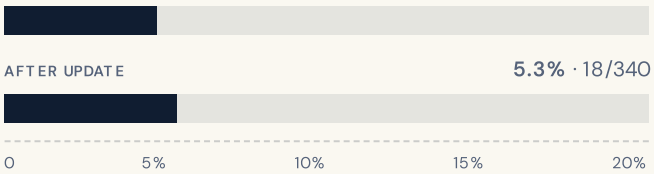
5.0% both groups, same reported rate
32 of 640



Temporary staff are not necessarily new staff. No cross-tabulation of staff, timing and product group was supplied.

C · SOFTWARE TIMING

4.7 vs 5.3% before and after the 19 Oct update
14/300 · 18/340



The update cannot have caused earlier errors. Its role in later errors remains unresolved.

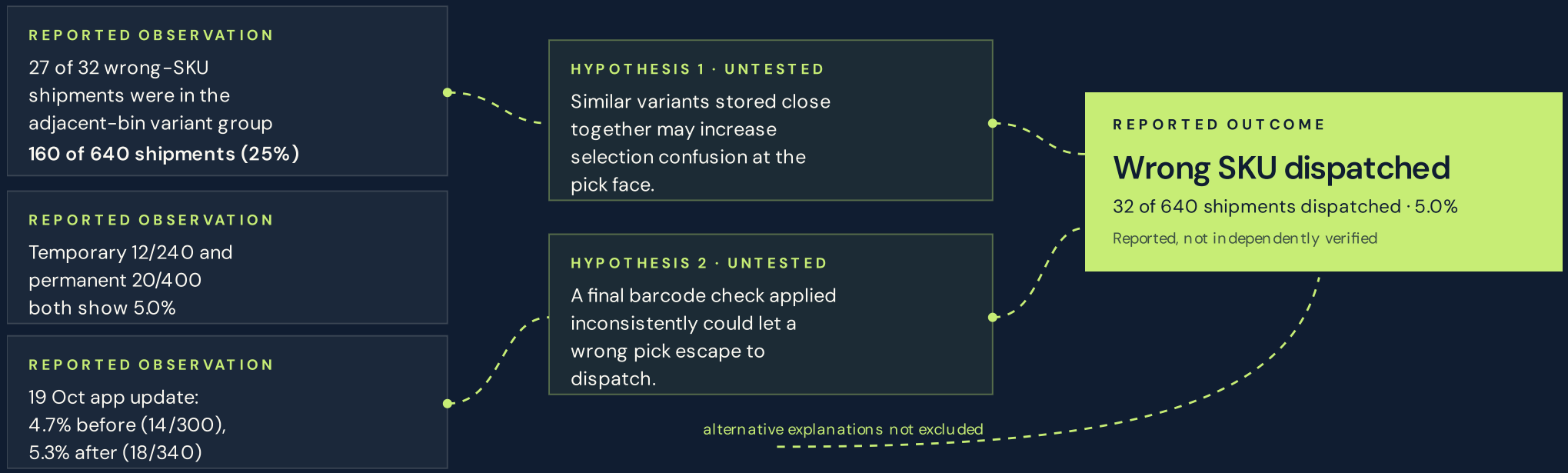
Descriptive, not causal. This reported comparison warrants investigation, but it does not establish the mechanism or eliminate other explanations.

Shares are of different totals and are kept separate throughout: 27/160 and 5/480 are error rates within groups; 27/32 is a share of reported errors. The overall reported rate is 32/640 (5.0%). No loss or injury was quantified.

CAUSE MAP

Reported pattern, untested mechanism, open alternatives.

Dashed connectors mark links that are possible, not demonstrated. The concentration justifies investigation; it does not establish adjacency or product similarity as the cause.



ALTERNATIVE EXPLANATIONS

A1 · PRODUCT COMPLEXITY

Variant-pair work may simply be harder. Complexity was not matched across groups.

A2 · WORKLOAD

Volume, shift timing and pick-rate pressure were not compared.

A3 · WORKER EXPERIENCE

Individual workers were not compared. Temporary staff are not necessarily new staff.

A4 · SOFTWARE EFFECTS

The update cannot have caused earlier errors; its role in later errors remains unresolved.

Reported observations are the consultant's account; shipment records were not inspected. Dashed lime connectors mark unproven mechanisms. Four alternative explanations remain open, and no cross-tabulation of staff, timing and product group was supplied.

UNRESOLVED EVIDENCE

Five questions the reported figures cannot answer.

The comparisons were reported separately. No shipment-level cross-tabulation, scan-completion data or loss estimate was supplied, so the mechanisms below stay open. Owners are proposed, not agreed.

OPEN QUESTION · NOT SUPPLIED	WHY IT MATTERS	WHAT WOULD RESOLVE IT	PROPOSED OWNER
No cross-tabulation of product group, worker and timing	Staffing, product group and timing were reported as separate counts, so their contributions cannot be separated.	Shipment-level cross-tab of the 640 dispatches by group, worker and date.	Operations manager proposed
Temporary staff are not necessarily new staff	Worker experience was not compared, so a staffing explanation remains untested.	Experience and tenure records per worker, rather than contract type alone.	Warehouse lead proposed
Final-scan completion and preventable share unknown	An inconsistently applied final check may let a wrong pick through; how often the check runs is not reported.	Scan-completion data, plus a re-check of the 32 errors to see how many a final check would have caught.	Warehouse lead proposed
Role of the 19 October app update	It cannot have caused the 14 earlier errors; its role in the 18 later errors remains unresolved.	Dated error log set against the update date, split by product group.	Operations manager proposed
Pilot baseline and group matching	Groups were not matched for product complexity or workload, and baseline scan-completion data was not supplied.	Complexity and volume attributes per shipment, plus a scan-completion baseline for the eligible group.	Operations manager proposed

Reported observations are the consultant's account of an audit; the shipment records were not independently inspected. No financial loss or injury was quantified, and none is assumed here.

KNOWN

32 of 640 dispatches wrong SKU (5.0%); 27 of the 32 in the variant group.

NOT KNOWN

Which mechanism, if any, produces the pattern — and how much of it any single change would prevent.

NOT CLAIMED

Cause, savings, forecast error reduction or agreed thresholds.

CLIENT DECISION BRIEF

Approve a test of the pattern. Do not record a cause as established.

32 of 640 shipments (5.0%) were reported wrong SKU, 27 of them from 160 adjacent-bin variant-pair shipments. That concentration justifies investigation but does not prove a cause. We propose a bundled pilot on the next 200 eligible variant-pair shipments, with the 27/160 baseline, not 5.0%. The three changes run as a bundle; an improvement would not isolate bin separation, labels or scan verification. No pilot has run; no results exist.

27/160	200	Not started
PILOT BASELINE · 16.9%	PROPOSED PILOT SHIPMENTS	NO RESULTS TO REPORT

FOR CLIENT AGREEMENT

01 Approve or decline the pilot. Scope and dates are not set.

02 Name owners. Proposed: operations manager and warehouse lead.

03 Agree success criteria and stop triggers before start.

04 Agree how final-scan completion is recorded.

Figures are the consultant's reported audit of 5–30 October 2026; shipment records were not independently inspected. Staffing and software comparisons are descriptive only.

FOR INVESTIGATION
NOT A VERIFIED CAUSE