

SMARTER SOLUTIONS

RAYMOND AT THE NOVA SCOTIA LIQUOR CORPORATION (NSLC)

“THEY HAVE TRUCKS THAT ARE TRIED AND TRUE, TESTED IN THE INDUSTRY, AND OUR EMPLOYEES LOVE THEM.”

BRAD DOELL, VICE PRESIDENT SUPPLY CHAIN AND PROCUREMENT, NOVA SCOTIA LIQUOR CORPORATION

OVERVIEW

The Nova Scotia Liquor Corporation (NSLC) story begins in the late 1920s — when Nova Scotians voted in favor of retailing beverage alcohol. This movement paved the way for the establishment of the Nova Scotia Liquor Commission on May 1, 1930. In 2001, the NSLC changed from a commission to a Canadian Crown corporation. Today, there are 106 retail stores and 60 agency stores across the province, generating more than one half billion dollars annually. Stores continue to evolve as new concepts for layout, customer service and merchandising are brought forward. The retailer uses exclusively Raymond® trucks in its warehouse and works closely with G.N. Johnston, a Raymond Sales and Service Center, to optimize its facility.

CHALLENGE: QUALITY AND CONTROL

More than a decade ago, the NSLC was operating with many different brands of material handling equipment. In an industry where the receiving, picking and shipping are all variables that affect the end product, the proper fleet and truck options are essential for success. The NSLC was ready to update its fleet to better fit its needs. In addition, the team prioritized taking the operators' wants and needs into consideration as they dove into change.



SOLUTION: WORKING AS A TEAM

The NSLC invited its employees to play an active role in testing new equipment, and the team kept coming back to G.N. Johnston and Raymond equipment. They embarked on a fleet update and adopted a new training program through their partnership to help with the change.

In collaboration with Raymond and G.N. Johnston, the NSLC implemented a few Raymond solutions that addressed the concerns expressed by operators at the beginning of the process:

- Vantage Point® cameras were installed on all narrow aisle reach trucks to help operators identify, place and retrieve pallets at greater heights while reducing neck strain.
- ComfortStance™ Suspension isolated impacts for a smoother ride and reduced stress on knees and backs.
- Raymond's exclusive Universal Stance on lift trucks helped provide operators with even more comfort through its three operating positions, offering greater visibility.
- An Operator Compartment Sensor System (OCSS) encouraged proper operating procedures with two light sensors at the entry of the operator compartment.

RESULTS: A LASTING PARTNERSHIP

The NSLC is thriving through its collaboration with G.N. Johnston and Raymond. Employees are happier and are skilled operators with comfortable equipment that they had a hand in choosing. With the implementation of online theory training, the crew was also able to reach 100% compliance.

Ultimately, the NSLC team met its goal of optimizing the operator experience and delivering on training. The G.N. Johnston and NSLC teams continue to work together closely, and their partnership allows for a steady flow of ideas to constantly drive the NSLC to achieve its goals.

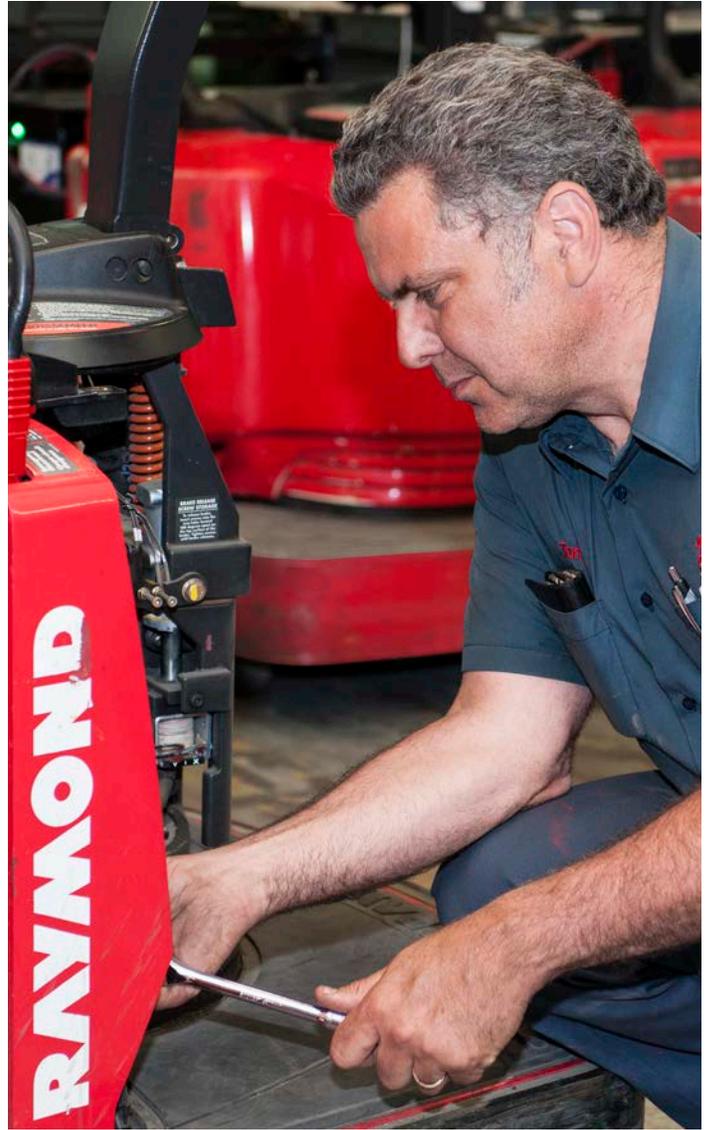
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