

Zumiez Manages Growth and Cuts Costs:

Reducing Shipping Costs and Optimizing DC Operations

Zumiez is a specialty retailer focused on the action sports industry. It sells both apparel and shoes across its over 600 stores. enVista initially assisted with optimizing its freight audit and payment to significantly reduce parcel shipping costs. The client then engaged enVista to assist with modernizing and optimizing its distribution center to handle growth.

Zumiez wanted to improve its e-commerce warehouse performance based on cost per order, taking into account service and labor. enVista reviewed:

- How to establish reasonable expectations for pickers
- Ways to improve slotting time
- How to increase inventory accuracy
- Facility layout
- Opportunities to optimize staffing

Following a highly collaborative six-month partnership, Zumiez was able to:

- Double its pick rate
- Cut cost per order in half
- Improve efficiencies that reduced labor costs
- Improve current space utilization
- Dramatically improve customer service





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Improved
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zumiez



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