

LEAN under implementation in Lithuania Post accelerates the route of parcels

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As the flow of international postal items rapidly increases, in particular from China, which is a giant in e-commerce, there also increases the need to ensure quality and fast processes of parcel distribution and logistics. For that purpose, the Centre of Logistics of Vilnius receiving all postal items coming to Lithuania from abroad started employing the methodologies of LEAN philosophy of work.

“Following the re-distribution of human resources and improvement of work stations, in every 24 hours, we now distribute more imported postal items by a quarter. Parcels are sorted faster, and they reach not only post offices, but also the addressee, more rapidly, which is our fundamental goal,” said Algirdas Šimonis, Operations Director of Lithuania Post.

The reform affected both the logistics of parcels and the work stations of sorters.

Before, parcels used to travel along a longer chain of logistics, however, following the reform and renewal of the work stations of sorters, the time of processing of a postal item has shortened and the number of parcels sorted in an hour has increased.

The driving force behind LEAN operation

Two years ago, as the implementation of LEAN philosophy of operation started in the Centre of Logistics of Vilnius of Lithuania Post, first of all we learnt the theory, and later on we applied it in practice.

“With LEAN consultants, we studied the theory and right away applied the knowledge in practice. In this manner, we ascertained that solutions were working. This first of all gave motivation to us, the management, therefore, it was not difficult to make the staff interested, too. We are happy to say that we have a team which offers solutions improving the work – kaizen (continuous improvement) ideas. On the other hand, these activities are not mandatory, therefore, if an employee is not interested in LEAN, we are not going to make him/her do what he/she does not want to,” said the Operations Director of Lithuania Post.

The employees of the Centre of Logistics of Vilnius have become used to offering and implementing kaizen ideas in their everyday

work. For instance, they have made boards for everyday results, have improved their work stations at the conveyor belt and more.

The Operations Director says that one of the

most important sources of motivation is the management – if they believe in what they do, they will easily pass it on to their team.

Source: [Lithuania Post](#)

