



Project Documentation: Orlando Baking Company



The Orlando Baking Company is a family business, originally founded in Italy. In 1904, part of the family moved to the USA and re-established their Old World ways of baking European classics in Cleveland, Ohio. In 1987 Orlando Baking Co. was the first bakery in the United States producing Ciabatta bread. Throughout the years, the company has expanded leading to today's state-of-the-art bakery at 7777 Grand Avenue in Cleveland. The 200,000 square foot bakery is equipped with nine production lines and six ovens.

More than 600 fresh products are delivered with over 70 routes throughout the Midwest, mainly in Ohio, Michigan, Pennsylvania and Illinois. Orlando's frozen items can be found in supermarkets and grocery stores coast to coast.

In January 2008 Orlando selected ToolBox's paperless dispatching system dispoTool to handle their shipping department and inventory. After a comprehensive analysis on-site and a visit at a reference customer a sophisticated concept to the needs of Orlando Baking Co. was worked out together.

The system was installed in May 2008 and went live after a few days of training. All product entries from the production are recorded in dispoTool and automatically booked into inventory.



Goods from suppliers are recorded in dispoTool the same way directly on the receiving dock. All stacks of packed products are marked by dispoTool with labels for identification and retraceability. An online inventory control shows entries, withdrawals and the actual balance of each item. The daily orders are imported from the ERP-system by interface. Shortages and overbake are sent from dispoTool back in the ERP-system.



The over 30,000 square foot dispatching area is split in three dispatching zones, which are connected with the main stock and supplied with the necessary quantities according to dispatch the orders. Since space is always an issue in dispatching, Daniel Holan, VP of Administration, points out, that “dispoTool helped us to save floor space with a better organization of the process”, also “the throughput is much more efficient with dispoTool!”

Each route has a multi-color display showing the quantities of the products which have been selected on the Touch-Screen-PCs in the color of the employee. More than 70 displays are today in use to handle the local routes in two zones, as well as the depots in the third shipping zone. The goods for the depots are already staged and loaded per route in Cleveland with the usage of dispoTool.

John Anthony Orlando, Executive VP of Orlando Baking, resumes: “Picking products while carrying paper and pencil was simply more time consuming. Moving to dispoTool was one of the more cost effective solutions, which Orlando Baking has ever implemented!”



Pick 'n Track

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