

RETAIL DISTRIBUTION AUTOMATION BENCHMARK REPORT

February 2011

Executive Summary

The Retail Leaders Association's (RILA) Distribution Automation Benchmark Survey explores how successful retailers are using automation in their Logistics and Distribution Systems. Issues related to the state of automation, satisfaction with previous automation, leading practices, metrics, and key trends are the focus of the survey. The survey also targets the drivers behind automation, operational issues that justify automation, impediments to automation, skills required to support automation, and plans for future automation.

Respondents included twenty-three retailers across segments, including apparel/footwear/accessories, discount, department store, electronics, home center, super store and specialty.

This survey originated as part of data collection effort in preparation for a session presented at RILA's 2011 Logistics Conference, *Retail Distribution Automation: Driving Factors Inside & Outside the Four Walls*.

Read this Report

This report is available to survey participants. Please contact Autumn Lotze for more information.

Contact

For more information on this or other supply chain benchmarking or research studies, please contact Autumn Lotze, manager, supply chain & retail operations, RILA at autumn.lotze@rila.org or 703-600-2027.

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