

**Measures of Success**

## Quill, A Leading Mail Order Distributor of Office Supplies, Has Consistently Turned To Automotion

*Flexibility and innovation marks this long term relationship*

Quill Corporation, a leading mail order distributor of office supplies, has had a long-term partnership with Automotion. Terry Schwarting, Director of Distribution at Quill, related how the relationship began. "In the eighties Quill was building their new corporate office and warehouse in Lincolnshire, IL. Our corporate secretary at the time, Harvey L. Miller, had several consultants come in and tell us how to build it right. Then Automotion came in and showed us how to do it better. Harvey figured when con-

ever since and have grown to build nine other sites."

Another aspect Schwarting appreciates about Automotion is the down to earth approach of designing and building conveyor systems. "We're looking for a solid, dependable conveyor and that is what Automotion delivers on time and on budget," said Schwarting. "We have had areas that do different kinds of sorting and Automotion has the capability to modify their equipment to fit our needs. They are very practical people."

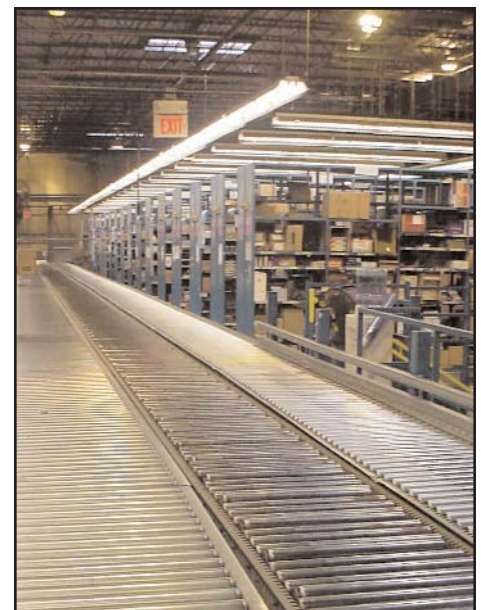
### Conveyor Design Has Always Been "Customer Oriented"

Schwarting also commented on the way Automotion works with Quill to engineer a conveyor system to fit in a building. "Automotion worked with us to determine the load capacity required to hang part of the conveyor system from the ceiling. We were able to work with the building contractor to make sure the building could handle the extra weight, and as a result, we saved

money and have a more efficient conveyor system."



veyor people come in and tell you to use less conveyor than you are dealing with a vendor that is looking out for your best interests. We have used Automotion exclusively



At another site, Quill was expanding its conveyor system within the building. Automotion worked around Quill's staff so that Quill could continue shipping orders. "We have to ship today's orders today and Automotion worked with us so we could do that," said Schwarting.

### SYSTEM SUMMARY

**Facility:**

Quill Corporation  
Distribution Center  
Lincolnshire, IL

**Size:**

180,000 Square Feet

**Products:**

Office Supply Products and  
Office Furniture

**Throughput:**

6000 orders per day peak  
13-15,000 Cartons

**Pick Accuracy:**

99.7

**Shipping Method:**

Route Trucks

**Shipping Destination:**

Direct fulfillment

**Types of Conveyor Utilized:**

Belt, Transportation Air,  
Singulation Air, V-Belt

**Integrated Equipment:**

Carton Maker - Lantech  
Mini-X Scanners - AccuSort  
Tape Machines - 3M  
Bagging Machine - Fill-Air

**Sorter:**

Flat Face Arm Sorter with  
7 downlines (30 CPM)



Training is important to Quill. Having the same equipment in each of its ten locations has made it easier for new Quill staff to learn from other employees what they need to know about operating and maintaining the conveyor system. "Often the answer to a question is a phone call away at one of our other locations," said Schwarting. "That universality saves us on the cost of training."

The bottom line, of course, is the quality of the conveyor system a customer receives from Automation. Schwarting mentioned the newer, quieter equipment now available from Automation as his personal favorite. However, he can't justify going to the newer equipment because his existing equipment is holding up so well. "We have some pretty old Automation conveyor equipment out there and it's held up well while moving some pretty heavy product," concluded Mr. Schwarting.

