tailored

THRED UP®

Headquarters: San Francisco, CA
Founded: 2009
Industry: Apparel resale

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THE CHALLENGE

Explore ways to make garment measuring more efficient

THE SOLUTION

Pilot Tailored's garment measuring software at 2 DC's

THE OUTCOME

25% improvement in efficiency was reached on ThredUP's already efficient process

To remain the leader in apparel resale, ThredUP continuously improves its clothing intake process.

When processing millions of garments each year, every second counts

The Challenge

The secondhand apparel market is booming. It's expected to surpass fast fashion in market share by 2029. ThredUP, a company that came into existence in 2009, is the largest seller of secondhand apparel in the world. They know a thing or two about being efficient.

ThredUP takes in over 5 million articles of clothing each year. They operate five distribution centers, spanning from the east to west coast, which allows them to handle the volume. Inside each DC the ThredUP team processes gently used women's and children's apparel 18 hours a day. The challenge with resale is hundreds of humans are required to perform the many manual tasks necessary to get a garment from the bag it's shipped in to ThredUP.com.

The Solution

Improving process efficiency by reducing or eliminating certain manual tasks was the goal set out by ThredUP's Director of Engineering. He came to Tailored with the idea to eliminate the manual clothes measuring step which was requiring 20 seconds per garment. Meaning their teams were spending 27,000 hours each year measuring clothes.

25% improvement in process efficiency could be realized using Capture.

As a company, ThredUP spent a lot of money in their early days to outfit their DC's with ergonomic garment inspection stations. These stations were outfitted with cameras, tables and computers. Tailored worked with the ThredUP team across two DC's to integrate Capture into these stations. No additional hardware was used.

Over 1,000 garments were measured by hand and subsequently measured using the Capture measuring system.

The Outcome

ThredUP has the most efficient clothes measuring and data entry process in the industry. Improving on this would be a tall task. Though at the conclusion of the pilot, Capture was able to demonstrate a 25% increase in efficiency during the measuring task alone. It is believed there would have been greater improvements had a full software integration taken place.

An analysis of the accuracy of the Tailored garment measuring system showed it would measure to within 1/2 inch of a human on average. This pilot proved that although Capture was in its early technical stages at the time, it has the potential to replace manual measuring throughout the apparel resale industry.

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HEADQUARTERS

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ABOUT TAILORED

Tailored is a technology company offering the worlds first instant garment measuring and fitting software. Tailored enables apparel brands and retailers to improve efficiency, reduce waste and provide a better online-fit experience. For more information, visit us at www.thetailoredco.com.

Contact us to learn more.