

DROPPED TRAILER SOLUTION

ENSURES ORDERS DELIVERED ON TIME

RESULTS/ OUTCOMES

The manufacturing distribution company of plumbing and industrial supplies has an uncompromising commitment to providing the highest levels of efficiency & service, which their customers have become accustomed to.

To meet this standard they've set for themselves, they must partner with service providers who also share in these high levels of service.

PITT OHIO assisted the distribution company in delivering on this promise of efficiency and service, achieving 100% on-time service. Their customers, plumbing companies, did not experience any delays in the deliveries of their last-minute orders.

Important to the efficient supply chain was to return to a facility with a floor clear of freight. The solution guaranteed efficiency within their supply chain so they were not backed up on orders when they returned from the holiday.

The distribution company was able to close for the week, providing the special benefit to their employees to celebrate their holiday stress-free.

OVERVIEW

Giving a week off to their employees to celebrate a religious holiday is important to this company, but making sure their customers receive their orders is imperative to the success of the business. To keep their supply chain intact and ready for their return after a week off, PITT OHIO developed a dropped trailer solution. With PITT OHIO, the manufacturing distribution company of plumbing and industrial supplies gave their customers the service they have become accustomed to.

WHAT WAS THE PROBLEM?

A couple of times a year, this manufacturing distribution company of plumbing and industrial supplies closes for a week to give employees time off to observe religious holidays. These closures are important to their employees, but the distributor of plumbing products also wanted to keep their customers happy with deliveries while they closed. Production would continue up until the time the company closed. The distribution company wanted the freight out of their location so their customers, plumbing companies, would have their orders filled before they closed for a week. The distributor also wanted to make sure their facility floor was clear of orders and freight when they returned after the holiday.

WHAT WAS THE SOLUTION PITT OHIO DEVELOPED?

When the distribution company called PITT OHIO, the Sales Representative immediately went to work connecting the customer's needs with our operations department. With the understanding of how important the timing of the pickup would be, PITT OHIO dropped an empty trailer early in the morning two days before the distribution company closed for the holiday. PITT OHIO then returned right before they closed to pick up the full trailer.

The solution gave the plumbing supply distributor the opportunity and necessary time to properly fill the trailer with orders over the course of a few days. They were able to fulfill their customers' orders before they closed for the holiday and they kept their facility floor clear of freight.

Deliveries were made next day to the distribution company's customers, plumbing companies across New Jersey.