



## RESULTS/ OUTCOMES

The sort and segregate solution improved the overall delivery experience to their customer and reduced damages.

The skylight customers are happy with PITT OHIO's service and therefore continue to order from the manufacturer.

The manufacturer improved their on-time delivery performance to their dealers and home improvement centers. The solution improved customer satisfaction, achieving "Happy Customers," which is one of the main points in the manufacturer's Strategic Plan.

Because of the trust in the partnership with PITT OHIO and the standard operating procedure, the sort and segregation solution can be scaled as the manufacturer grows its business and opens more distribution centers across the region.

# REDUCE DAMAGES & IMPROVE EFFICIENCY BY COLLABORATING WITH YOUR LOGISTICS PROVIDER

## OVERVIEW

When you manufacture roof windows and skylights, damage-free service is critical. Add in loose tendered product and a comprehensive sort and segregate solution emerged. Trained by the manufacturer on how to properly handle the products, PITT OHIO's dock workers performed the sort and segregation at the origin terminal. PITT OHIO reduced damages and claims and significantly improved the delivery experience for the manufacturers' customers.

## WHAT WAS THE PROBLEM?

For nearly 80 years, this company has been the market leader in the manufacturing of skylights and roof windows. They have made it their mission to create better living environments by bringing daylight and fresh air into homes all over the world. Their products help to create bright, healthy, energy-efficient places to live, work, and play. They ship to dealers and home improvement centers consisting of lumber yards, architects, home improvement centers. Product is tendered loose to the logistics carrier requiring precise product handling and accurate packing lists before being shipped. When done incorrectly, the result is increased damages and claims. This manufacturer required a reliable process to guarantee the safe and damage-free handling of their products before also ensuring the accurate product delivery to their customers.

## WHAT WAS THE SOLUTION PITT OHIO DEVELOPED?

PITT OHIO learned everything it could about the freight characteristics and necessary handling requirements of the skylight products. The product is tendered loose to PITT OHIO and each piece needs to be sorted through and segregated for accurate delivery to final destination, various deliveries to the dealers and home improvement centers. The shipment also must be delivered upright with an accurate packing slip upon delivery.

PITT OHIO agreed to a sort and segregate solution to add accountability and visibility, and to ensure all goods shipped reach their intended destination. To complete the sort and segregate process, PITT OHIO dock workers go through each order and marry up each piece of freight with the correct order.

The manufacturer's Logistics Analyst, Footprint and Optimization Manager trained PITT OHIO's dock workers at our terminal. He instructed our staff on the optimal way to handle the product and provided guidance on how to be efficient with the sort and segregation process.

PITT OHIO performed the sort and segregate at the origin terminal resulting in significantly improved delivery experiences and reduced claims. We created a standard operating procedure (SOP), a set of step by step instructions for all of the terminals in our network to follow, to ensure that all of the requirements are met. With the SOP, each location is able to monitor compliance with all critical safety standards. To ensure accuracy, the origin terminal scans a copy of all the packing lists into the PITT OHIO system giving the delivering terminals the ability to print the packing slips should any be missing.

To improve delivery accuracy even further, the manufacturer partnered with PITT OHIO in executing the solution. By palletizing orders of 30 pieces or greater themselves, the manufacturer reduced the labor-intensive sort and seg process at the terminal, ultimately improving delivery efficiency and velocity out the door to customers.