

CASE STUDY

HOW A GLOBAL FOOD MANUFACTURER AVOIDED PRODUCTION LINE SHUTDOWN.

SITUATION

Facing a production line shutdown due to the delayed delivery of ingredients from their contracted carrier, a global food manufacturer was in need of a shipment recovery. The manufacturer estimated that when production was down, it would cost their company \$21,000 per hour. This large of a hit would greatly affect their budget, employee's schedules & customer commitments so they urgently dispatched their most trusted logistics provider.

CRITICAL ON DEMAND SOLUTION

The food shipper's dedicated account management team is highly trained to react instantly & precisely in these situations. Understanding the unique needs of this load assignment as well as customer communication preferences, the customized experience was flawlessly executed.

The load was recovered from the other carrier's facility, transported with temperature controlled equipment by a team of drivers. From initial contact with their account manager through delivery, updates were provided every 2 hours, with accuracy utilizing tracking data technology.

BENEFITS

Budget Protected

The potential loss from production line going down was estimated to be upwards of \$126,000.

Avoided Food Waste

Avoided disposing thousands of pounds of other food ingredients which would have expired, had the process deadline been missed.

Production Staff Satisfaction

To meet demands, staff would have been asked to put in overtime, creating challenges in their personal lives.

AT A GLANCE

Challenges

- Costly Production Halt
- Recovery Team Vicinity
- On Demand Equipment
- Highly Stressed Shipper

Outcome

- Saved: \$126,000
- Avoided Food Waste
- Satisfied Staff
- Finished Product Delivered On Schedule



“K & L Freight Management has been instrumental to our success in providing transportation to & from our production plants for over the past 20+ years. They do an excellent job, offer high quality services & are always punctual. I would say their key strength is on time delivery & excellent communication on freight status.”

Cindy P.
Sr. Material Planner