



**CUSTOMER**    **ELEVATOR MANUFACTURER**

**SOLUTION**    **IN-PLANT, VENDING, VMI, KITTING SERVICES,  
mscdirect.com, MW SPECIALIST**

A leading elevator equipment manufacturer partnered with MSC to eliminate production stoppages, reduce inventory costs, and reclaim valuable floor space. Through in-plant support, VMI, vending, and kitting, the customer improved procurement efficiency and labor utilization, transforming operations and expanding the partnership nationwide.

\*While the customer information is confidential, the story and results are real.

## ELEVATOR & MOVING STAIRWAY MANUFACTURING

### CHALLENGE

#### **INVENTORY ISSUES, PROCUREMENT INEFFICIENCIES, PRODUCTIVITY LOSSES, SPACE CONSTRAINTS, LACK OF SUPPLIER SUPPORT**

- Frequent stock-outs, obsolete inventory
- Too many POs, inconsistent payment terms, and manual ordering, no reporting
- Production slowdowns and stoppages due to unavailable materials
- Limited floor space restricting production line setup
- Minimal service and reporting from previous suppliers

### SOLUTION

#### **IN-PLANT, VMI, VENDING, KITTING SERVICES, MSCDIRECT.COM, SPECIALIST TEAMS**

- Two full-time In-Plant Specialists embedded in daily production meetings
- VMI and Vending to streamline inventory and reduce downtime
- Kitting Services that freed up union labor for higher-value tasks assembly tasks
- mscdirect.com tools for simplified ordering, spend visibility and reporting
- Metalworking Specialist support to optimize tooling
- Space Optimization: Vending reclaimed floor space, enabling production line reconfiguration and increased output

### RESULTS

#### **ELIMINATED PRODUCTION STOPPAGES, OPTIMIZED LABOR, INVENTORY COST REDUCTION, PRODUCTION SPACE IMPROVEMENTS, PROCUREMENT EFFICIENCY**

- Zero production stoppages in over 18 months, compared to frequent disruptions before
- Increased production space and improved throughput
- Labor savings through kitting and inventory automation
- Improved procurement efficiency with fewer vendors, consolidated POs, and consistent service

### CONTINUOUS IMPROVEMENT

- The customer continues to expand its partnership with MSC, actively exploring new kitting and assembly opportunities.
- Scalable success: MSC solutions are being implemented at more customer locations across the United States.