

**CUSTOMER** ELEVATOR MANUFACTURER**SOLUTION** IN-PLANT, VENDING, VMI, KITTING SERVICES,
msdirect.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.

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
- msdirect.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.