



CUSTOMER **HEAVY TRUCK MANUFACTURER***
SOLUTION **TCO REDUCTION
STRATEGIC SUPPLIER ENGAGEMENT**

This manufacturer is one of North America's largest producers of heavy-duty Class 8 trucks, engines and transmissions. 450 operators use heavy-duty cordless drills and impact wrenches to assemble more than 140 Class 8 trucks every day.

To learn more about how MSC can help you drive cost savings, increase productivity, safety, profitability and efficiency, call us at 800.645.7270 or visit mscdirect.com/solutions/mro-go

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

AUTOMOTIVE INDUSTRY

CHALLENGE

IDENTIFIED OPPORTUNITIES TO REDUCE TCO

- **Short tool life** impacted costs and productivity
- Tool motors were **burning out** on a regular basis and weren't worth fixing
- Tools **thrown away** within 30 to 60 days
- With 450 drill and impact operators, **replacement costs** were significant

SOLUTION

MSC PARTNERED WITH MILWAUKEE TOOL

- **MSC's strategic supplier**, Milwaukee, evaluated the challenge and recommended new tools
- We conducted a **two week trial** with new impact wrenches and drills
- At the end of the trial, **the customer agreed to a full changeover to the new Milwaukee tools**

RESULTS

INCREASED PRODUCTIVITY AND REDUCED TCO

- New impact wrenches last **3X longer**
- New drills last **10X longer**
- **Saved \$430,000** on tool replacements
- **Saved \$719,000** in operating costs

CONTINUOUS IMPROVEMENT

"If tool A costs twice as much as tool B, but lasts 10 times as long, then the total cost of running tool A will be much less for the customer. Building strong strategic partnerships with our customers will allow MSC and our suppliers the time to identify and focus on the more critical projects. This cost savings strategy will provide TCO savings year over year."

Loyal Andies, *MSC Senior National Accounts Manager*