



CUSTOMER **DEFENSE SHIP MANUFACTURER***

SOLUTION **MSC CONTROLPOINT™ IN-PLANT SOLUTION**

This manufacturer is a global aerospace and defense company that offers a broad portfolio of products and services in business aviation; ship construction and repair; land combat vehicles, weapons systems, and munitions; and technology products and services. This division designs, builds, repairs, and modernizes nuclear submarines.

To learn more about MSC's BNA, our unbiased process, and data assessment of your indirect supply chain, designed to identify customized solutions to **empower performance, generate savings and maximize profit potential**, call us at 800.645.7270 or complete this [brief intake form](#) to get started.

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

CHALLENGE

INADEQUATE INVENTORY MANAGEMENT, LACK OF PROCUREMENT RESOURCES, PROCESS IMPROVEMENTS

Conducted an extensive operational site assessment through MSC's Business Needs Analysis (BNA) to identify opportunities to achieve this customer's goals to overcome poor supplier support and ineffective inventory management across 2 locations with large campuses and dozens of VMI and vending locations.

Goals included:

- Secure on-site supplier support and improve response time
- Effective inventory management with across their large campuses
- Security clearance needs to be addressed

SOLUTION

MSC CONTROLPOINT™ IN-PLANT SOLUTION

- Dedicated MSC In-plant associates
- Vending and VMI management and optimization
- Quote, research, and delivery of product
- Special projects such as janitorial and sanitation

RESULTS

COMPANY ASSOCIATES CAN GET MORE PRODUCT OUT THE DOOR

- Gained associates' trust for MRO procurement support
- Alleviated time internal resources spent on procurement
- Associates have MRO items they need, when/where they need them
- Productivity and cost savings with In-Plant associate recommendations

CONTINUOUS IMPROVEMENT

Established a cadence of quarterly Customer Improvement Reviews (CIR) at which MSC and the customer collectively review a "scorecard" to evaluate progress on goals and identify additional opportunities to increase productivity, operational improvements, and cost savings. Continuing to expand the dedicated MSC in-plant associates.