



Medical Equipment Case Study



Case Study

Medical Device Manufacturer

A manufacturer of medical imaging equipment needed a solution for consolidating international product imported to the United States while offering consistent service and damage free deliveries.

In its mission to provide reliable and affordable technology solutions within the health care industry, the customer required a new solution for merging orders from factories in Europe with U.S. vendor product. The firm sought an asset based provider in order to more efficiently and accurately manage inventory and provide visibility throughout the entire delivery process. STI was approached to present a solution that would streamline the complex process of assimilating primary components built in European factories with final mile services to U.S. hospitals and clinics.

STI used a multi-pronged approach, providing a solution to increase control and coordination of in-transit-merges while implementing a consistent and efficient installation procedure. Specifically through process consulting practices, STI completed a market place optimization study and, by utilizing STI cross docks and storage facilities, was able to reduce the number of merge warehouses from 19 to 7. STI also integrated its order entry system with the client's ERP system allowing for quick and accurate shipment registration. STI determined that the manufacturer needed improved visibility to its product and provided training and documentation to the company's operations personnel on STI's CPM inventory management system.



Additionally, STI utilized its fleet to ensure on time deliveries with no damage, all while using special operating procedures to ensure proper handling of the equipment. All of STI's distribution center merge points were introduced, trained, and monitored for understanding and execution of the manufacturer's requirements and quality performance indexes.

After a 90 day audit the manufacturer concluded that STI performed consistently and significant benefits were realized:

- Increased control and coordination with installation crews.
- Increase in customer satisfaction.
- Creation of a documented and simplified installation process which is consistently communicated.
- Reductions in the number of inventory merge centers from 19 to 7, allowing for lower cost and reduced handling.
- Lower total supply chain costs.



Specialized Transportation, Inc.
5001 U.S. Highway 30 W · Fort Wayne, IN 46818
Tel. (260) 429-3801
www.STIdelivers.com

