



# Logistics





## In half the time

“Alloy Group transformed our shipping and receiving from a deficiency, into a strength”

## The background

Bosch Thermotechnik GmbH is a leading international manufacturer of indoor climate control equipment. One of their facilities had fallen 6 weeks behind in customer shipments during a seasonal spike in demand. They needed a partner to help revamp their facility’s SAP effectiveness, inventory accuracy, and floor leadership & communication.

## Project goals

-  Expedite customer shipments
-  Implement new communication routines and leadership practices
-  Reduce inventory inaccuracies
-  Utilize SAP for continuous improvement

[AlloyGroupUSA.com](http://AlloyGroupUSA.com)

## Our client



**BOSCH**



**Industry:**  
Manufacturing



**Employee headcount:**  
250+



**Site location:**  
New Hampshire

## Our solution

There were two sides to Bosch's shipping process: commercial and residential. Alloy Group implemented an alternating shipment plan of two days commercial and two days residential per week, thereby eliminating the backlog of a large commercial project. Additionally, a wall to wall inventory of the warehouse was taken.

Better communication was facilitated through daily board meetings with department heads, where problems were identified and corrective actions implemented. We also held daily shift meetings with warehouse employees to explain new corrective actions, shipping priorities & progress updates on shipping backlogs.



Reshaped commercial and residential shipping processes



Performed wall to wall inventory of warehouse



Implemented daily board & shift meetings

## The results



Within two weeks, a 4-month backlog was shipping two days ahead of schedule.



Customer complaints at the call center were reduced by almost 50%.



Late shipments were tracked and corrective actions were taken.



New shipping improvements controlled loss of business.



 **ALLOY**  
GROUP