

CASE STUDY



Client



FCI

Problem

Corporate mandate to transform all FCI facilities into a Lean Manufacturing facility.

Solution

FCI's corporate headquarters sent down a mandate to implement Lean Manufacturing throughout the core of the facilities internal operation within a 12 month time frame. PSI served a big part in the total transformation of how the company conducts business.

From developing integrated cart systems, tote systems and most importantly, daily deliveries PSI was able to exceed the clients needs. The entire process took only 9 of the 12 months allotted which is incredibly speedy given the type of industry and working around daily operations.

PSI even implemented a service where PSI drivers put the clients inventory away for them and take counts of the current inventory for the next delivery day.

PSI's overall goal was to become totally invisible to the customer while delivering an outstanding service that is backed by PSI's company culture and customer service standards.

Mission accomplished.

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