

COMPANY PROFILE

For over 80 years, Metro Industries has been the world's leading manufacturer of storage and transportation equipment within the Healthcare, Food Service and Commercial markets. They manufacture state-of-the-art wire and polymer shelving systems, mobile computing workstations, mobile medication management systems, medication carts, automated dispensing cabinets and even a portfolio of technical furniture and racking systems.

SITUATION

Metro wanted to maximize customer satisfaction, improve company response time to customer needs and provide world-class customer service as a differentiator within the market. The company viewed superior customer service as a critical component of their double-digit growth plans for the years ahead. In order to improve their customer service function, the company desired a better understanding of customer service data flows within and between their facilities. They also desired a high-level process map of the information flows within the Customer Order and Service Order value streams, a better understanding of customer experiences with Metro, and recommendations for an improved Customer Service model.

SOLUTION

NEPIRC used a multidisciplinary team of professionals to develop Customer Order and Service Order value streams, to evaluate Metro's present level of customer service. A Gap Analysis tool was used to identify improvement opportunities.

RESULTS // As a result of their engagement with NEPIRC, the Metro received Corporate Assessments specifically designed to evaluate the present level of customer service by examining current processes relative to of "World-Class" service. Based on the assessment scores, for each location, NEPIRC developed an implementation plan to close the gap between current performance and world-class. Additionally, Metro received a SWOT analysis for each customer service operation (Wilkes-Barre, Coatesville, Norcross, Oldsmar and Rancho Cucamonga) and a recommend a customer service model with supporting organizational structure.

As an immediate result of this engagement, and as a result of implementation of recommendations, the company realized the following impacts: Job Retention: 10, Job Creation: 6, Savings or Reduction of Existing Costs (Any Kind): \$17,850, Avoidance of Other Costs (Any Kind): \$50,000, Revenue Growth: \$2.0M

TESTIMONIAL

“NEPIRC was responsive to issues raised regarding a complex problem and was able to examine the underlying issues independently and objectively. The methodology for analysis and the template that they provided enabled our organization to move forward in a timely and effective manner. I would not hesitate to use them again as they provided valuable information that was critical for the growth of our organization.”

- Steve Yodoff, Vice President of Operations
Metro Industries, Wilkes Barre, Pennsylvania

