



## Manufacturer Injected Process Improvement Principles into Custom Upfit

**FLEET  
PROFILE**

Fleet Size **700**  
Industry **Manufacturing**

Vehicle Type **SUV, Light Duty Transit Van**

### OPPORTUNITY

#### Custom Upfit Van Sought for Added Operational Efficiency

A manufacturing client sought out a custom upfitted van for its trio of business units. With three business goals in mind, safety, efficiency and inventory control, Six Sigma process improvement was employed to find a solution.

### STRATEGY

#### Safety, Efficiency and Inventory Control Tapped for a Custom Van Upfit

For safety, the group configured the van to eliminate awkward bending and crawling, tools stored for ergonomic lifting, and maximum adjustability of the driver's seat. To facilitate efficiency, they maximized space through pull-out drawers and optimization for a pull cart. For inventory control, they minimized clutter, preventing inventory loss and spillage.

The Wheels team and supplier partners shipped a van chassis and worked with the supply chain for local installation. Then the modified van was brought back to the home base for a Kaizen event. This hands-on gathering invited opinions from all parties to confirm the new van measured up.

### RESULTS+

**OPERATIONAL  
EFFICIENCY**

*Leads to*

**HAPPIER  
DRIVERS**

*and*

**FLEET  
SAVINGS**

The fleet saved time and money, directly and in operational efficiency. A simplified order path accelerated new-vehicle delivery. Meanwhile, the drivers are more comfortable, satisfied and productive.

The manufacturer's fleet office continues to prove that doing the "little things" right yields big dividends.