



Construction Company's Revamped Upfit Process Resulted In the Right Vehicle, the First Time

FLEET PROFILE

Fleet Size **400**
Industry **Construction**

Vehicle Type **SUV, Light- & Medium-duty Truck**

OPPORTUNITY

Establish new upfit process to achieve the right vehicle, the first time

As a global voice in the design and consultancy of natural and built assets, this company relied on its SUV and truck fleet to power its operations.

Yet when an upfitter could not meet their needs, it became apparent fast action was necessary to establish a consistent upfit supplier program with proper cost and quality controls.

STRATEGY

Vetted new upfit supplier while establishing new quality controls

To determine whether a new upfitter was the best partner, Wheels' truck operations team completed site visits and a pilot run. After the upfitter created the vehicle per its specifications, Wheels established a TCO analysis and helped build a template with the new chassis and upfit requirements.

Once each new specification and TCO analysis was approved, the group set clear expectations regarding communicating delays and tracking progress to ensure an efficient order planning process.

RESULTS+

101-day improvement in upfit cycle time eliminated model-year gaps

With their dedication to optimal fleet performance, it achieved consistency in their order-to-delivery path. Ultimately, the chosen upfitter went beyond their normal service delivery process to install telematics devices into its vehicles.

The benefits of a **101-day improvement** in upfit cycle time and a **17.5% decrease** in upfit quote time will reverberate throughout its own service delivery from every new building and urban center design to each construction and engineering consultation.

Through a strategic new process and supplier partner, it has shown that taking the steps to achieve the right vehicle, the first time is the best way to move your business forward.