

Results+

Rebuilding Fleet Flow with Lean Precision

A global leader in pest control and environmental services, this organization operates one of North America's largest service fleets, over 19,000 vehicles across the U.S. and Canada. Fueled by rapid growth and acquisitions, the fleet had become a management challenge spanning 18 independent brands. By 2023, fragmentation signaled the need for a fleet reset, one that would bring clarity, speed, and precision. They needed an adaptive fleet department to service their continued growth and scale.

Leaning into Efficiency

The reset began with a new fleet leadership team, applying Lean Six Sigma principles. They shifted from a single upfitter to a five-upfitter model, streamlining over 3,500 factory vehicle orders and accelerating upfitter performance and vehicle delivery timelines. By applying Lean 5S methodology, vehicle order templates decreased by 64%, despite the addition of three new brands; removing redundancy and driving efficiency.

To fix fragmented data, the team introduced job codes for accountability and automated weekly branch address file transfers to improve communication and compliance. Preventive maintenance got a major lift through weekly cadence meetings, scorecards, and targeted training, driving adoption of FleetView and telematics. And when catalytic converter thefts surged, the company responded with an OEM approved CAT shield solution that saved over \$2MM yearly for repairs and vehicle utilization. Staging the annual vehicle Kaizen event further streamlined vehicle upfit selection and boosted technician productivity by sharing best practices across brands.

Delivery times dropped 32%, and standardized templates ensured every vehicle was fit for purpose.

PROJECT SERVICES

Operational efficiency, Cost Optimization, Supply Chain Management

FLEET SIZE

18,373

VEHICLE TYPE

75% Light Duty Trucks, 25% Sedans & SUVs

INDUSTRY

Pest control

RESULTS

90%

preventive maintenance compliance

\$2.5MM

in cost avoidance through supply chain improvements

834,000

In savings from trimming CPM

Precision That Paid Off

The results were swift and substantial. Delivery times dropped 32%, and standardized templates ensured every vehicle was fit for purpose.

Data accuracy saw a dramatic turnaround. With job codes and verified branch addresses in place, they achieved 100% accuracy in responsible party assignments: meaning alerts, updates, and compliance reminders reached the right people, every time.

Preventive maintenance, once stuck in the low 70s for compliance, rose to nearly 90%. FleetView and telematics became everyday tools, not just optional extras. Meanwhile, catalytic converter thefts were eliminated, with security upgrades that protected vulnerable assets. Hybrid vehicle integration was prioritized without compromising operational needs.

Financially, the results were just as impressive. By trimming the cost per mile from \$0.514 to \$0.511 across 280 million annual miles, this client unlocked over \$834,000 in savings without sacrificing service quality or driver satisfaction. Year-over-year cost avoidance through supply chain improvements resulted in \$2.5 million in savings. It was a win on every front: faster, smarter, and more cost-effective.



Together Let's Go Far.

Learn how Wheels keeps your business moving.

Connect Today

WHEELS.COM



© 2025 Wheels.
All Rights Reserved.