



The Company That Delivers

WESTCO Distribution (Albany, GA Branch and LaGrange, GA Branch)

Company Profile

- WESTCO Distribution, INC. is a leading distributor of electrical construction products and electrical and industrial maintenance, repair and operating (MRO-) supplies, and is the nation's largest provider of integrated supply services.
- Annual sales in 2007: \$6 billion
- WESTCO operates more than 400 full-service branches in North America providing a local presence for area customers and a global network to serve multi-location businesses and multi-national corporations Business situation
- Albany, GA branch and LaGrange, GA branch ship commercial-grade fluorescent light bulbs to warehouses across Georgia

Situation

Both the LaGrange and Albany WESTCO Distribution branches were having numerous issues with breakage during the UPS shipment process. Beyond the damage to the inventory, valuable employee time was lost to filling out various claim reports in order to be reimbursed. In addition, clients' expectations were being missed, compromising customer support scores.

Solution

LaGrange and Albany WESTCO Distribution branches partnered with MGC, a package delivery company based in College Park, GA, for all outgoing shipments. MGC virtually eliminated all issues of breakage immediately with company employees' hand sorting all packages.



Outcome

The LaGrange branch avoided \$500 in claims within the first month with MGC while the Albany branch saved an estimated 7 hours of employee time. Both branches reported extremely favorable customer reports on both the quality of the packages and the professionalism and promptness of the MGC drivers.

As of July 2009, after four years of service MGC has damaged one fluorescent bulb out of more than 2000 shipments. The LaGrange branch refused to be reimbursed for the bulb, and even refused a complementary shipment to replace it, as a way to say thank you for exceeding their expectations.