

A photograph of a warehouse interior. In the foreground, a worker wearing a green hard hat and a high-visibility vest is operating a forklift. The background shows tall industrial shelving units filled with various boxes and supplies.

## Trust and Shared Goals Fuel a 20+ Year Partnership with TA Services' Largest Warehouse Customer

### The challenge: Overcoming a divided focus

TA Services' largest multi-warehouse customer is a global power technology leader specializing in designing, manufacturing, and distributing diesel and alternative fuel engines and generators as well as related components and technology. Before working with a 3PL provider their supply chain logistics operations were handled in-house, including warehousing.

The customer's technical product knowledge has always been exemplary, and their product assembly operators are extremely skilled. However, those same operators were also losing valuable time receiving shipments and stocking the parts themselves. To increase efficiency and drive focus back to their core competencies, they decided to bring in a 3PL partner to help them with their warehousing efficiency needs and to streamline processes.

#### The Highlights

- ★ 20+ year relationship
- ★ 72% savings on monthly spend
- ★ .49 safety incident rate

### The solution: Collaborating with a trusted 3PL partner

More than 20 years ago, the company partnered with Celadon Logistics to help with their cross-docking needs. Since then, [TA Services acquired Celadon](#), and the relationship has grown.

***"We have grown from the most basic form of warehousing to very complex, but we're also performing the best we ever have. And that's with TA Services as a partner."***

*- Operations Manager, Customer*

**What makes the relationship with TA work** so well is the mutual commitment from both sides. The customer depends on TA for warehousing needs as well as cost-saving efforts, strategic solutions, and safety protocols.

### Reducing costs

Between March 2022 and January 2023, TA helped the customer save close to \$950,000 at one plant by improving plant dock management and their kit-picking process. Data showed that just one minute of downtime generated a loss of about \$333. TA helped them reduce their monthly spending at a single location by 72 percent just by reducing downtime.

One method implemented to reduce costs was to introduce a new slotting process. TA used a heat map to evaluate the high-runner inventory. They used the heat map data to organize the materials in a way that is the most efficient for the customer at this site. In warehousing, every footstep or mile on a forklift equates to a dollar amount. By limiting the time it takes to get materials where they need to be, TA reduced the customer's costs.

### A strategic partner

TA has made a commitment to be this customer's strategic partner — not only handling day-to-day warehousing and inventory needs but also offering strategic support. The customer knows they can rely on TA whenever they face a challenge.

Recently, the customer required immediate capacity. Their plant was full; they couldn't receive any new materials and were looking at potentially pausing operations on the assembly line. They immediately contacted TA for assistance, and within days they had multiple options for additional warehouse capacity.



***"I want a totally capable partner and a totally willing partner, and at the end of the day, that is TA Services."***

***- Operations Manager, Customer***

### Prioritizing safety

Safety is a top priority when large warehouses and assembly lines are dealing with building engines and generators. The success of a safety program is measured by a safety incident rate using OSHA reports. In two years — working with TA for support — this customer has reduced their safety incident rate from approximately 4.7 to .49 at this warehouse location. According to the U.S. Bureau of Labor Statistics, the 2020 average incident rate in the transportation and warehousing industry was 4.0 and 3.1 for manufacturing.



***“Safety is a joint effort. TA provides a lot of the heavy lifting on developing safety initiatives, implementing them, and measuring them.”***

*- Operations Manager, Customer*

### **TA Services implemented several initiatives to reduce the facility's incident rate to .49, including:**

- Holding regular meetings to communicate incidents and safety protocols to employees.
- Updating onboarding training to include an overview of all incidents that have occurred in the past and protocols that are in place to avoid them in the future (data analysis found that most incidents involved new employees).
- Limiting forklift operations for new employees and employees involved in recent incidents; this included programming speed limits on the forklift control devices for specific employees.
- Wearing color-coded vests to help identify new employees, managers, and leads — allowing employees to help if they see a new employee struggling or identify managers to ask for assistance.

## **The future: Continuing growth and partnership**

***“TA is on the same page that we are; we’re growth-based and growth-oriented.”***

*- Operations Manager, Customer*

After more than 20 years, TA and the customer are in this partnership for the long haul. The partnership has seen many changes over the years, but the future promises continued growth and a reinforced trust between them.

**[Get In Touch](#)** with TA Services today to partner with a trusted 3PL provider.