



Kitting Solution Provider

Case Study

Kitting Solution Provider

A manufacturer of access equipment for a variety of industries was looking for improvements with their current kitting provider. The original equipment manufacturer (OEM) was interested in a lower error rate and retail-ready packaging solution, which the current service provider could not offer.

The solution was for NewStream to provide the customer a cost-effective, quality product through packaging design, kitting, and procurement capabilities.

NewStream invested in specialty packaging equipment to help the customer meet its go-to-market goals with a classy, retail-friendly look to match end-user preferences.

The teams started the on-boarding process with filter maintenance kits, eventually moving 90% of this product category to NewStream's Springfield, Missouri kitting operations.

When asked why the customer made the switch to NewStream, they replied, "Quality and pricing. Kitting out of our PDC has a significant error rate, and it's

Improvements Across the Board

- **Increased customer service and quality** through product offering and responsiveness to requests
- Provided the customer with a **cost-effective retail design**
- Achieved **an error rate of 0 PPM**
- Created a **trusting relationship with the customer**, transitioning 90% of the product category to NewStream

hard to determine the true cost of that," a customer representative said. "You don't know how much that impacts the customers' buying decisions the next time they need parts."

Through the life of the program, NewStream associates boast an error rate of 0 PPM since the inception of the kitting program with the OEM.

The partnership with this access equipment manufacturer continues to grow as NewStream builds upon its strong relationship of trust, quality, on-time delivery, and customer service.

The Challenge

A manufacturer of access equipment needed a retail-ready packaging solution for its filter kits while also keeping quality, on-time delivery, and customer service top priorities.

The Solution

The solution was for NewStream to provide the customer a cost-effective, quality product through packaging design, kitting, and procurement capabilities.

“ Two strengths of NewStream include their willingness to work with the customer to achieve a win-win scenario for both companies, as well as responsiveness to requests. I look forward to growing the relationship between our company and NewStream in the future.

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**Senior Aftermarket
Product Analyst**