

Consolidating for Success: How LynnCo Unified an Automotive Glass Manufacturer's Transportation Systems and Processes

Company Background

Our client is a leading manufacturer of OEM-specific automotive glass. They specialize in windshields, tempered glass sunroofs, and also side and back car windows. With 5 facilities across the nation, this automotive glass manufacturer provides original equipment glass and automotive replacement glass to elite car manufacturers and designers throughout the United States.

Objective

The company was looking to gain a strategic supply chain partner to help develop a cohesive transportation program. In essence, our client needed assistance managing the carriers, freight, and haulers. But above all else, this manufacturer was in need of a knowledgeable partner to investigate other departmental areas to identify and remedy additional supply chain and transportation issues.

Top Concerns:



Inefficient carrier, freight, and hauler management resulted in supply chain disruptions



Multiple 3PLs contributed to siloed systems and processes



Inadequate billing and auditing processes led to high (and often hidden) costs

The Results



Generated **\$454,000** in annualized savings from just the first RFP in 2023



Achieved a **97% resolution rate** for claims and damages



Vetted, identified, and leveraged the **most efficient and low-cost carriers**



Consolidated all supply chain and transportation systems and processes under one umbrella



Reduced time to receive monthly accrual number reports **from six days to just one day**

The Core Challenges

Our client's transportation and supply chain management were in a state of flux. Executive level turnovers proved to be a challenge when company morale (and expectations) were low. Management had preconceived notions about working with a managed transportation partner, assuming the 3PL would overcharge and take advantage of them.

This client initially did not understand or fully see the big picture, nor the benefits of partnering with a managed transportation team. As a result, getting leadership and team buy-in was a challenge. In this culture chaos, freight and carrier management suffered as the organization's transportation departments worked disparately.

Meanwhile, the client's Corporate Logistics Manager was receiving multiple calls from carriers reporting that they hadn't been paid on time or at all in some cases. As the cost of their FedEx account skyrocketed and caught the attention of management, it became clear that the manufacturer's previous freight audit and pay company failed to audit appropriately.

At this time, it became obvious to the glass manufacturer's management team that they needed one managed transportation partner to consolidate all freight, carrier, audit, and pay management under a single umbrella with streamlined systems and processes.

LynnCo's Managed Transportation Solution

Once bringing on LynnCo's Managed Transportation, our client was able to merge all facets of their supply chain and transportation under one comprehensive unit. Building a more cohesive transportation program enabled the LynnCo team to manage carrier relations, freight, haulers, and audits. This gave time back to our client so that they could focus on investigating other areas of improvement within their business.

With all transportation and supply chain needs under LynnCo's careful eye, we were able to reduce our client's time to receive monthly accrual number reports from six days to just one day.

Today, LynnCo is working with the automotive glass manufacturer to augment their SuiteEdge® account with a real-time dashboard illustrating key metrics spanning audits, freight, and carrier costs. Another mission we're making progress on is developing a mechanism to track market changes. Our plan is to provide our client with a dynamic report on how the manufacturer is:

- Keeping up with market changes
- Reacting to carrier quotes to match the market
- Staying ahead of the market

“The benefits of dealing with LynnCo are cost savings, streamlined processes, the ability to identify good carriers versus bad carriers, problem areas, and so on. Now, we're able to consolidate all of our systems into one to where it's a one-stop-shop—we can pick up the phone, get the help we need and boom, it's done.”

— Corporate Logistics Manager, Leading Automotive Glass Manufacturer