

# Business Services

## Logistics Case Study: Thermo King



Thermo King, a brand of Ingersoll Rand, was founded in 1938 and leads the world in manufacturing and innovating transport temperature control systems for a variety of mobile applications, including trailers, truck bodies, buses, shipboard containers and rail cars.

Since 2004, in addition to performing packaging and kitting for Thermo King, we have provided an integral role in the company's after-market business.



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## Challenges:

- X Sales partner network returns a portion of products quarterly based on sales; these products need inspection and disposition.
- X Need to support warranty logistics for partner network.
- X Focus on continuous improvement.

## Solutions:

- We receive, sort and inspect product from Thermo King's partner network.
- After inspection, we provide disposition for scrap, repack or restock of the components.
- We receive large motors under warranty, disassemble, sort, package and ship to Thermo King's facility for remanufacturing.

“OP Social Enterprises has the same never-ending determination in serving our customers as we do. They do all of this without losing focus on their key mission of serving the adult members of our community with special needs,”

– *Ralph Piscitello, Thermo King Plant Manager*

***Learn how we can partner with YOU!***

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