

MILESTONE INDUSTRIAL OPTIMIZES VENDOR MANAGEMENT TO IMPROVE OPERATIONS

THE CHALLENGE

A regional supplier of industrial packaging products and services, with facilities in multiple cities throughout the southwestern United States, was facing operational inefficiencies that were causing persistent wastewater shipment challenges. The supplier's vendor and contact network had grown to unmanageable levels, leading to invoicing issues, inconsistent pricing schedules, and under-performing wastewater management for all its facilities. These problems led to a backlog of wastewater loads, increased operational costs, recurrent scheduling conflicts, and payment concerns.

THE SOLUTION

Milestone Industrial conducted a thorough review of the situation and identified opportunities to maximize efficiencies while minimizing service disruptions. In collaboration with our customer, we developed a comprehensive plan with solutions to better serve the supplier and its numerous facilities:

Single Point of Contact: Milestone Industrial established a single point of contact to schedule all regional loads for the customer. This efficiency saves time in scheduling and ensures all loads are tracked and managed by a single source.

Multiple Disposal Options: We identified alternative disposal options for our customer, including backup transporters and disposal outlets, to prevent service interruptions in the event of vendor constraints and during peak shipment times. Milestone Industrial designed and implemented a dynamic scheduling system to better align with vendor capacity, enabling real-time adjustments and reducing unexpected operational costs.

Alternative Transportation Methods: In addition to totes, Milestone Industrial arranged for material to be picked up with a tanker, leaving totes to be recycled and providing cost savings for the supplier.

Streamlined Invoicing: As the single point of contact for all the supplier's facilities, Milestone Industrial provides streamlined invoicing that's fast, clear, consistent, and accurate.

MILESTONE INDUSTRIAL VALUE DELIVERED

Partnering with Milestone Industrial has greatly improved operational efficiencies for our customer in several ways:

- Streamlining waste shipments through a single source with a direct line of communication
- Employing alternative disposal options and transportation methods to avoid interruptions and unnecessary delays
- Simplifying the invoicing process for quick, consistent, convenient, and accurate receipt and handling

Milestone Industrial's tailored approach exemplifies our role as your trusted partner for industrial waste handling and disposal. Contact us at industrial@milestone-es.com to learn how we can support your operations.