

RESPONDING QUICKLY WITH AFS FREIGHT REWORK

American Freight Service (AFS) is your trusted partner on the road and in the warehouse specializing in building efficient, reliable, and scalable supply chains through product packaging, warehouse and dock efficiencies, and skilled labor support.

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Realizing that a truckload needs to be addressed before delivery can be a daunting challenge. It demands not only immediate attention but also a partner who can seamlessly navigate the complexities of reworking products. This is where American Freight Service's dedicated rework team steps in, transforming frustration into efficiency.

Our commitment lies in responding promptly to defects or alterations in dumped product, ensuring your load is restored to optimal condition and back on the road.

This case study exemplifies how our expertise in freight rework not only resolves immediate challenges but also lays the foundation for a more resilient and efficient supply chain. Discover how AFS turns the headache of rework into a seamless process, ensuring your logistics stay on track.

CHALLENGE

The customer's truckload of product experienced movement on the road, resulting in a shifted load with damaged product, packaging issues, and pallet instability. Recognizing that delivering subpar products to their clientele could tarnish their reputation, the customer turned to AFS for a freight rework to salvage the situation.

OBJECTIVES

- **Quality Restoration:** Restore pallet configurations to their original quality standards
- **Packaging Overhaul:** Address packaging issues to enhance product protection and presentation
- **Product Security:** Ensure all products are properly secured within packaging and freight load configuration to avoid damage in transit

PROCESS

Assessment and Planning

- AFS conducted a thorough assessment of the damaged products, categorizing issues and developing a detailed rework plan.
- Collaborative planning sessions were held with the customer to align on objectives, timeline, and quality standards.

Skilled Rework Team Deployment

- AFS deployed a dedicated team of skilled rework specialists with experience in handling various product types.
- The team was briefed on the specific requirements of the project, emphasizing the importance of precision and efficiency.

Quality Restoration

- Pallets were meticulously inspected, and damaged components were either repaired or replaced to meet quality standards.
- AFS implemented a quality control process to ensure each reworked pallet met or exceeded the customer's expectations.

Packaging Overhaul

- Damaged products were removed and the remaining products were reconfigured into new packages.
- Packaging issues were addressed to enhance both product protection and presentation.

Product Security

- AFS recommended improvements to the packaging design to prevent similar issues in transit.
- New corner posts were installed to reinforce pallets and reduce shifting on the road.

Final Inspection and Client Approval

- AFS conducted a final inspection to verify that all rework objectives were met.
- The customer participated in a joint inspection, approving the reworked products before they were prepared for shipment.

RESULTS

- The freight rework project was completed within the agreed-upon timeline, getting our customer back on the road in under 24 hours.
- Products that were deemed unsalvageable were removed to retain the quality of the remaining products.
- Improved packaging and pallet configurations enhanced the overall presentation and security of the products.
- The customer was able to fulfill orders with high-quality, correctly labeled products, avoiding potential reputational damage.

AFS's freight rework showcases the significance of proactive logistics solutions in mitigating challenges and ensuring customer satisfaction. By addressing the customer's specific needs with precision and expertise, AFS not only resolved immediate issues but also laid the foundation for a more resilient and efficient supply chain.

For businesses facing similar challenges, AFS remains a reliable partner in transforming logistical obstacles into opportunities for growth and success.



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