



Customer Profile: Leviton Manufacturing Co.



Voice of the Customer:
"Lily's dedicated capacity has enabled Leviton to operate at a reduced cost per mile while maintaining a very high level of on-time service."

Phil Clouden, Corporate Director of Transportation, Leviton Manufacturing Company

Start Date: September 2002

It's been an eventful 100 years for the Leviton Manufacturing Company. From the early days at the dawn of the electrical age through today's digital era, Leviton has achieved a remarkable record of success by offering innovative, quality electrical and electronic devices at a reasonable cost. Along the way it has grown into the largest privately held manufacturer of wiring devices in North America.

Leviton has become a leading North American producer of electrical and electronic products.

Why Lily?

Lily was chosen because of Lily's proven ability to operate Dedicated Teams for Leviton each of which operates approximately 225,000 miles per year. The teams provide service from the manufacturing sites to the Distribution Centers of both Leviton and its customers. Lily Teams travel coast to Coast as part of the Leviton Transportation System network. Lily is fully integrated into Leviton's transportation system

providing additional value to Leviton and its customers by providing transportation for the customers DC to store needs.

In addition, Lily provides a customized and extensive reporting database that allows for reporting on all aspects of the operation featuring customer focused Key Performance Indicators (KPI) and the Lily Plan, Do, Check, Act (PDCA) Process.

System Architecture: 24x7

- Lily Management:
1 Lily manager dedicated to Leviton
- Dedicated Drivers:
7 teams (14 Full Time Lily employees)
- Dedicated Tractors: 7 Team units

Lily Management Responsibilities

- Drivers Teams and Team Productivity
- Equipment Utilization
- Scheduling of all manufacturing and customer DC deliveries

Continuously Improving Supply chain Efficiency and Integrity



Standardized Continuous Improvement process utilized since 1987

Our Process Delivers Performance

PDCA

results in seamless implementation - transition systems results in continuous improvement (lower cost)

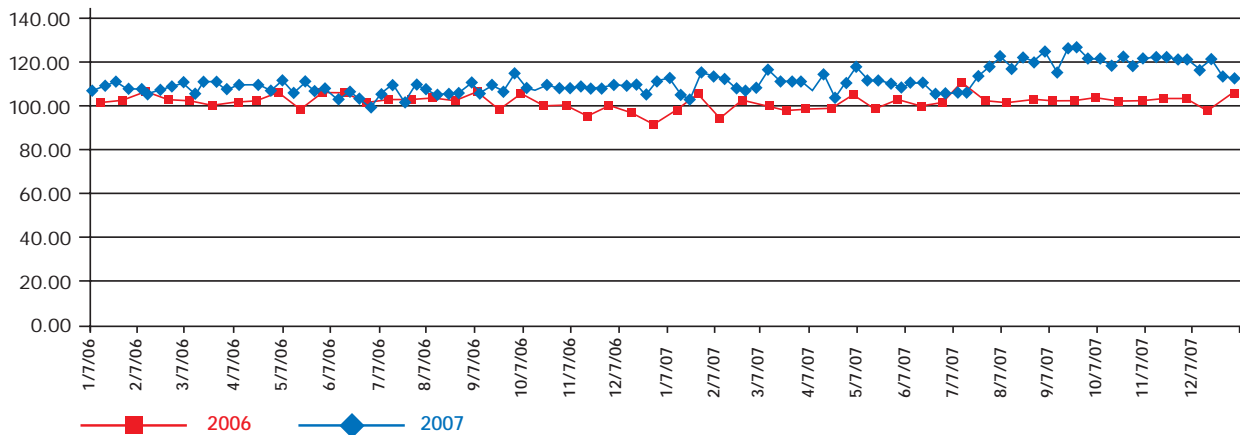
Key Performance Indicators

to continuously track & analyze cost and service levels provides "readily-available" data for ongoing PDCA process

Continuous Improvement Methodology

results in seamless transitions from private fleet, or other carriers, to Lily

MSF - Manufactured Square Foot per Load (Sample)



Performance Measurement System

An effective performance measurement system is the early warning system for problems. Lily's computer based performance measurement system provides reports that monitor our performance quality and supports the decision making process that is found in driving out cost and waste. Lily tracks the following performance measurements and can tailor any measurements to your specific operation:

- On-time versus standard
- Delay time at customers, over standard
- Number of empty miles
- Miles per gallon
- Miles per truck
- Driver productivity
- Delivery overage, shortage, and damage
- Number of drivers per vehicle
- Cost per unit
- Cost per delivery

Delay Costs (Sample)

