

A medium contractor cuts delivery delays by 40.48%: Sales and customer service

CONSTRUCTION AND TRADES

MEDIUM

SALES AND CUSTOMER SERVICE

-40.48%

DELIVERY-DELAY RATE [1]

+47.23%

ESTIMATION ACCURACY [1]

-52.75%

NONCOMPLIANT MATERIALS [1]

PROBLEM

Delivery delays, estimation errors, noncompliant materials, and coordination incidents created documented economic loss. Separate planning and purchasing activities made it difficult to control the full project flow.

SOLUTION

The company combined SAP Business One with lean procurement, Kanban, standard planning, and daily coordination. The integrated approach connected project data with routine decisions about materials, estimates, and site work.

RESULT

Delivery delays, material noncompliance, and coordination incidents fell during the pilot. Estimation accuracy improved by 47.23%.

BUSINESS LENS

Porter: stronger supplier coordination reduced the operational effect of supplier power and late material delivery.

ASSUMPTIONS AND LIMITS

Four-month pilot. Headcount is absent and the journal's review standards are less transparent than established engineering journals.

DEPARTMENT APPLICATION

SALES AND CUSTOMER SERVICE

Fewer delays support customer commitments.

Application analysis based on the cited source. It is not a separate measured result.

Prepared by Ocmulgee Business Process Solutions from the cited independent source. This is not an Ocmulgee client engagement or an original Ocmulgee result.

SOURCE [1]

Mari-Mendoza and Meza-Ortiz, 2025. Lean Construction Model for Supply and Planning Management in a Construction SME.
<https://doi.org/10.56472/25835238/IRJEMS-V4I4P119>

Quantitative journal case study | Size basis: The authors classify the company as medium-sized; headcount is not reported.