

A transport microenterprise raises delivery compliance by 32 points: Sales and customer service

LOGISTICS AND TRANSPORTATION

MICRO

SALES AND CUSTOMER SERVICE

+32 pts

DELIVERY COMPLIANCE [1]

-60.69%

COMPONENT CHANGEOVER TIME [1]

+50 pts

INSPECTION COMPLIANCE [1]

PROBLEM

Vehicle downtime and slow component changes held delivery compliance at 58%. Maintenance variation reduced fleet availability and limited the company's ability to meet customer commitments.

SOLUTION

The company used 5S, autonomous maintenance, inspection controls, and rapid changeover methods during a five-month implementation. The team standardized routine care and targeted the component-change process that kept vehicles out of service.

RESULT

Delivery compliance rose from 58% to 90%. Component changeover time fell by 60.69%, and inspection compliance rose from 33% to 83%.

BUSINESS LENS

SWOT: limited fleet capacity made downtime a direct threat. Standard maintenance converted existing assets into more reliable service.

ASSUMPTIONS AND LIMITS

Single anonymous company, no employee count, and no long-term sustainment test. The source supports the company-wide microenterprise class.

DEPARTMENT APPLICATION

SALES AND CUSTOMER SERVICE

Delivery compliance rose to 90%.

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]

Jimenez-Pinto, Palacios-Espinoza and Tupia-De-La-Cruz, 2025. Lean-TPM Approach to Improve Delivery Compliance and Downtime Reduction in a Peruvian Microenterprise. <https://doi.org/10.14445/23939125/IJEMS-V12I6P108>

Peer-reviewed original research case | Size basis: The peer-reviewed article classifies the whole case company as a transport microenterprise.