



INNOVATIONS IN STEEL

Hi-Tech Steel Services

**Case Study:
Domestic Appliances**

Since 1992 HTSS has been serving one of the world's largest domestic appliance manufacturers. This period has seen both companies grow considerably and this has been mirrored through the relationship, which has seen the two evolve from business partners to friends.

Over the years HTSS has strived to provide a value added service for the global giant, analysing its value chain to assess where improvements could be made. Consequently, in 2006 the customer converted to HTSS's consignment based scheme- a decision that has proved fruitful for both parties.

Because HTSS had pre-determined its customer's minimum and maximum stock levels, it knew exactly how much steel was needed on the floor and when it was needed. This allowed the system to 'run itself', allowing the Purchasing Manager of the Company to focus on other strategic decisions.



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