

Case Study: Inventory Management System

White Glove Distribution Services When You Can't Afford to Be Line Down

The Challenge

In the world of today's supply chain challenges, semiconductor manufacturers need reliability and resources to help their production lines stay up and running. The mission of Hubbard-Hall's Inventory Management Service is to keep materials flowing to eliminate down time production. That was the case when Hubbard-Hall's Director of Supply Chain, received a call after-hours from a customer having issues with a defect in the material they were using in their New England manufacturing facility.

“Many of our customers don't want to spend money on warehouse space. They want to spend their time and money on running equipment and making their products. That is where we have become such a valuable resource for them.”

Director of Supply Chain
Hubbard-Hall

The Approach

One night when sitting down to dinner with his family, the Director of Supply Chain at Hubbard-Hall received a phone call from a customer. He had the Director of Procurement telling him that they were having a quality issue with materials and were facing a shutdown without

Why Hubbard-Hall

When safety, security and responsible handling matters, call Hubbard-Hall first.

- Hubbard-Hall stocks 773 of the highest-quality materials.
- Over 27 years of delivering quality products and exceptional logistic service.
- 97% on-time shipping keeping fabs up and running.

an immediate replacement from a different batch, causing delays in deliveries of important semiconductor parts to their customers.

After quickly ascertaining that the chemistry that Hubbard-Hall had stored in their warehouse was the same lot, he was quickly on the phone with the manufacturer in Arizona working to find a different lot for the customer.

When the manufacturer could only promise two-day delivery from their warehouse in RI, we teamed up with the Operations Manager and sprang into action by having Hubbard-Hall transport pick up and deliver to the customer's loading dock before start of day.

The Outcome

The products were quickly switched out, ensuring that production never stopped. From the original call at 7:00 pm to material on the customer's loading dock by 8:00 am the next morning, thanks to Hubbard-Hall's expertise and dedication to their customers and the means to get it delivered without having production halted.



CS-0125

“Hubbard-Hall has been a reliable partner for over 20 years. Their support and expertise have proved invaluable during times of strained/challenging supply chains – Hubbard-Hall has kept us running.”

**Category Manager,
Analog Devices**

Our people. Your problem solvers.

Expertise you can trust. 32% of Hubbard-Hall associates are in tech support, customer service, or sales. This means that you get answers fast while the rest of our team gets your order delivered on time and in spec.

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