



# Helping Special-Lite Overcome the Breaks of Pandemic Shipping



**Data-driven**  
insight

KDL finds creative ways to reduce freight damage



**Collaboration**  
gets quick results

## CHALLENGE

Special-Lite ships loose doors packed unpalletized & upright, which are highly susceptible to damage. During the first few months of the pandemic when carriers were short-staffed due to layoffs, Special-Lite began seeing a significant increase in damages during shipping and approached KDL for help.



**Connecting**  
our partners

## SOLUTION

KDL began logging each damage occurrence and conducting weekly exception review meetings with Special-Lite and the carriers. KDL identified a damage pattern focused on the Chicago and Columbus hubs. KDL recommended that Special-Lite develop best practice handling instructions for carrier for training purposes at the problematic hubs. For the top damage lane intra-Michigan KDL worked with Special-Lite and the carrier to hold freight for weekly dedicated truck shipments in that market, avoiding the hub and reducing touches. KDL also introduced Special-Lite to a packaging specialist partner.

## RESULTS

Damage reports in the Michigan lane have been almost clear of exceptions. KDL continues to track and identify any problematic areas so that they can be quickly addressed with the carriers. Special-Lite has continued to work with the KDL packaging specialist to palletize 30-40% of their products to allow for easier handling, projected to significantly reduce damages and shortages during transit.



KDL has been a true partner in every aspect of helping us address what was becoming a costly and time consuming problem. The personal attention of KDL leadership, deep understanding of carrier issues, attention to detail, and sense of urgency has made a real difference for us."

— Travis Bell  
Plant Manager

**People Drive Logistics**

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