

# Vending Solutions Case Study: Transfer Tool Products



*“Our vending solution has eliminated so much non-value-added time searching and managing our tool supply. It provides 24/7 access – and every transaction is captured, no one has to own our tool use full-time. That means more feet on the floor, more production uptime – and significantly improved overall productivity.”*

*—Brent Busscher, Controller, Transfer Tool Products*



Bob Peterson, (Left), Tool Room Supervisor for Transfer Tool Products, and Lola Brophy, local MSC Outside Sales Associate, retrieve tools from Transfer's single-bay CAP dispenser. The MSC vending installation has meant that far more valuable floor space can now be dedicated to additional machine tools, thus eliminating numerous rows of shelving for tool storage.

## Company Overview

Since 1985, Transfer Tool Products (Grand Haven, MI) has been a premier developer and maker of deep-drawn metal stampings that ensure repeatable part accuracy and quality. Using transfer-press technology, they specialize in high-volume runs of small custom parts up to 10" in diameter for the global automotive, energy, electronics and other industries.

## Challenges

- Eliminate excess on-hand tooling
- Get employee buy-in—employees felt “threatened” by a vending unit
- Tool stockouts and lack of tool-use accountability
- Overcome difficulty finding/requesting tools without exact part number—eliminate mistakes made as a result
- Not enough room for new machines to support aggressive growth goals
- Control access to box truck keys

## MSC Vending Solution

- Automated dispensing and usage reporting enables managers to see what's on hand and provide insight into tools frequently requested
- Requests are fully tracked—replacement orders generated directly to MSC
- Centralized and streamlined inventory
- MSC's colorful monitor enables requestor to see item before transaction
- Programmable dispenser controls specific drawer usage

## Key Business Results

*“With its vast toolbox of brands and now, its superb tool-management system to effectively manage those brands, MSC keeps us comfortably on the path to even greater future productivity.” —Brent Busscher, Controller*

- 15% drop in overall tool inventory
- Shop workers' concerns were short-lived once shown the vending unit presented a training opportunity. They now believe it has helped make them and their company significantly more productive
- Replenishment and logistical responsibility now out of employees' hands
- Learned employees were not hoarding tools, but rather required training to understand the life expectancy of supplies and tooling
- The monitor's colorful display saves time and helps eliminate errors
- Replaced aisles of cluttered tool bins for an organized workplace. A second bay will be added to free up real estate for new equipment
- Compliance with the Michigan law requiring a chauffeur's license in the operation of a box truck

For more info, call:  
**800.521.9520**

[www.mscdirect.com/vending](http://www.mscdirect.com/vending)