CUSTOMER SNAPSHOT: VITRO GLASS

Alex Escalante, the Account Manager for our Vitro Glass – Fresno, California location in the DCS West Region, recently shared this customer value delivery initiative. This CVD project demonstrates how the J.B. Hunt team innovatively reuses foam and packing materials to protect Vitro's glass sheets during transport.

OPPORTUNITY

Vitro, founded in 1909, is the largest glass producer in Mexico and one of the world's largest in the industry. This account was formerly a part of PPG's flat glass division, which they sold to Vitro in mid-2016.

J.B. Hunt's primary duties include scheduling, transporting, and securing equipment for the new sheets of glass to Vitro's various customers. This process involves a sensitive and precise loading technique that the customer trusts us to execute, along with carefully transporting the product to prevent glass breakage. One of the ways to protect the glass sheets is to insert foam cushioning and other materials at various points to help relieve stress or breakage points while in transit. As with any packing materials, limiting cost and being efficient is a focus point throughout the process. As a good partner, J.B. Hunt identified an efficiency opportunity to test salvaging and reusing the same packing materials which, in theory, would provide significant savings to our customer.

PROCESS

After the newly created sheets of glass have cooled and been quality checked, the customer ensures the loading process into the specialized trailer is done safely and securely. Transporting glass and keeping it in one piece is very tricky, especially given that the average length of haul is almost 1,000 miles per delivery! To help relieve stress on the glass with the bumps along the road, Vitro and our J.B. Hunt driver strategically place foam inserts and padding/packing materials around the various sheets to prevent breakage.

Previously, when either delivered or returned, these materials were recycled or discarded completely, depending on the condition each piece was in. In 2017, J.B. Hunt started piloting a program that coached our account team to spend a minor amount of time examining the condition of these foam pieces. Simply setting aside intact pieces of foam to be returned to the shipping and loading crews at Vitro would slow the reordering of these protective pieces.

RESULTS

By reusing these foam inserts and tracking the savings to Vitro, the account team for J.B. Hunt estimates the following savings and value for Vitro:

RESULTS CONTINUED

- As of Q3 of 2020, **$1,684 per week savings** in cardboard and Styrofoam packing materials
- **$88,000 annual savings** by simply reusing some materials
- From having more focus on the glass breakage and adjusting loading strategies, J.B. Hunt has realized over a **75% reduction in glass breakage** from 2018 to 2019
    - This savings resulted in a **$15,000 glass breakage reduction** in 2019!





J.B. Hunt is more than just a truck and trailer. We execute the complicated cargo deliveries and drive value to your bottom line!