

### THE CHALLENGE

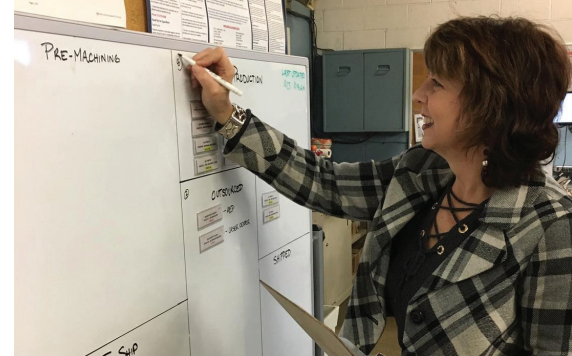
CARR understands that clear communication throughout the shipment and delivery process is key to our customers' success. Customers may be unsure how far along their job is, whether it's on schedule or even if the correct part is in production, leading to needless longer lead times and time-consuming emails and/or phone calls. Without an accessible and transparent communication tool, ordering from a traditional machine shop can be frustrating and inefficient. However, CARR is anything BUT traditional!

### THE SOLUTION

CARR provides a modern, innovative solution to ensure our customers are informed about their order from quote to delivery and are continuously receiving a First-Class Customer Service Experience! Collaborating as a team, CARR identified old inefficiencies in our own processes and crafted an online platform, the Live Delivery Document (LDD), that is easily accessible through a shareable link. The LDD keeps customers updated 24/7 about what stage their jobs are in the process: "Materials Received," "In Production," "Outside Services," "Ready To Ship" and "Shipped," where a useful tracking link is provided. An additional "Notes" column provides further detailed information about our customers' orders as their parts come closer to completion.

### THE RESULT

One of our core values, "Fly," signifies that we fly first class above others when it comes to communication within our internal team, with our vendors and especially with our customers. The LDD supports our mission to Fly First Class! Customers appreciate and rely on the unique, streamlined process that provides them with a time-saving buying experience! All this information is available to them in just a few clicks giving them more time to focus on what matters most — throughput and efficiency.



The production team routinely updates a shop floor whiteboard, which shows our customers' order flows. This provides our office staff with the real-time status updates needed to keep our customers informed about their parts.



Collaboration during our weekly production meetings, where we first brainstormed the LDD, helps us provide a first-class experience to every customer.

### CUSTOMER EXPERIENCES

“The Live Delivery Doc streamlines communication and is a **huge timesaver**. We work with several machine shops and no one else provides anything like this tool.”

— Supply Chain Manager

CARR's precision machining capabilities pair well with an unmatched emphasis on communication. No matter the challenge, we aim to consistently provide extraordinary services and quality production for you and your product. For more information on CARR services, visit [CARRMACHINE.COM](http://CARRMACHINE.COM).