

Customer Satisfaction

Here at Plews & Edelmann we aren't simply seeking to offer great products to the market, though that has been a big part of our year. We are also seeking to add products and services to the market that help our customers satisfy the needs of their customers. It has been our goal over the last 2+ years to offer the best opportunity for our customers to offer products to their customers that meet their various demands, whether that is availability, performance, or durability.

Inventory

Any product, no matter how game changing, is worthless to a customer if it isn't available when they need it. We have brought to market a few initiatives that are designed to help with exactly this challenge.



One of the most significant introductions we have made in the area of inventory analysis is our Edelmann Analytics® program. With Edelmann Analytics we are able to take existing power steering component inventories and make them work better for everyone. We can optimize inventories based on: current components, demand, region, and total VIO, among others. We are able to do this with a wealth of data that we have compiled over our extended time in the industry.

Availability

Once we utilize Edelmann Analytics to optimize the offering for our customers, we ensure that they have access to all the components needed, when they need them, even if they aren't in their inventory. With the Edelmann Hose Ready™ program we create an opportunity for our customers to receive single items in short order if they have a customer who has a more unique request.

Coverage by Demand

Our new hard parts program is designed to not only help with quality issues plaguing the aftermarket, we also designed the program to fill 80-90% of the **demand** in the aftermarket. While others are providing parts based on what is available for them to buy and resell, we are tooling our own products based on what the market needs. So instead of providing a new SKU that accounts for little to almost no demand from the aftermarket, we are providing the SKUs that the market needs or will be needing in the very near future.



Supply Chain

You can't turn on the news right now without hearing something about how the pandemic has altered the way we live and do business. For much of the automotive aftermarket this has meant less than stellar fill rates. If our customers don't have our product, they can't make the sale and everyone looks bad. That is why we are leveraging our North American supply chain and continuing to fill at over 96%. And because we are North American based, we will continue to fill at these rates and higher for the foreseeable future.

We want our customers to be able to say yes nearly 100% of the time and to do that, they need products. Here at PLEWS & Edelmann we are doing business differently to make sure our customers have the products they need to build customer confidence and keep them coming back.