

# HOW THE MODINE MANUFACTURING COMPANY DECREASED DOCK CONGESTION, DETENTION AND LABOR ISSUES WITH OPENDOCK

## CUSTOMER CASE STUDY

### MODINE: ENGINEERING A CLEANER, HEALTHIER WORLD

Since 1916, the Modine Manufacturing Company has been at the forefront of thermal management products. Being involved at every step of the way from product creation to shipping, having maximum visibility into their carrier arrivals and carrier performance is crucial.

### CHALLENGE

Before Opendock, the Modine Manufacturing Company managed their dock appointments through a mix of spreadsheets and first-come, first-serve methods. Without a digital dock scheduling solution, they lacked visibility to uncover hidden bottlenecks in their warehouse operations, ultimately costing time and money.

This lack of visibility made it difficult to know which carrier was coming in and when they were coming in. As a result, the product was not always ready to be shipped when trucks arrived. Additionally, it was hard to gauge the activity levels for their docks within each facility which made it difficult to know if they were over or understaffed. They also experienced the issue of having too many trucks show up at the same time which caused a lot of congestion at their docks ultimately leading to detention costs.

The Modine Manufacturing Company did not have metrics or KPIs without a dock scheduling system which made vendor management difficult. Relying on anecdotal information was not effective for carrier performance, so the team needed practical and quantifiable data. With no system in place, it was difficult to collect and store performance data in a meaningful or consumable way. It was nearly impossible to create scorecards or generate reporting for productive conversations about poor service levels and on-time performance.



In general we didn't have a good handle on what was scheduled to come in and when, and also what didn't show up for the day.

**Nathan Curtis,**  
*Materials Supervisor*

### CHALLENGES

- Schedule visibility
- Labor allocation
- Dock congestion
- Detention
- Carrier accountability



## SOLUTIONS

The Modine Manufacturing Company has full visibility through OpenDock’s scheduling features into who is coming in and at what time, thus they’ve been able to limit the number of trucks at certain time slots so they can efficiently complete the picks needed to have the product ready to ship. Additionally, OpenDock allows them to monitor the activity levels of the docks at their multiple facilities so they have the data ahead of time to know if they’ll need more labor or not.

The Modine Manufacturing Company has also been able to test out different recurring appointment structures through OpenDock. Visibility into the busiest times of the day has allowed them to figure out which times throughout each day are most optimal for their recurring appointments.

The Modine Manufacturing Company has been able to hold carriers accountable for poor performance. OpenDock automatically calculates, stores, and updates carrier scorecards making this once near-impossible process very easy.



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We’ve used the reporting features to have conversations with our carriers.

**Nathan Curtis,**  
Materials Supervisor

The screenshot displays the OpenDock software interface. On the left is a navigation sidebar with options like 'ADD APPOINTMENT', 'Appointments', 'Warehouses', 'Org Load Types', 'Users', 'Carrier Contacts', 'Org Settings', 'Insights', and 'Help'. The main area is divided into two primary sections: 'Appointments' and 'Carrier Insights'.

**Appointments Section:** Shows a calendar view for Friday, September 30th, 2022. It features a grid with time slots from 10 AM to 7 PM and dock numbers (Dock 1, Dock 2, Dock 3, Dock 4, Work in Dock). Specific appointments are listed, such as 'J&E NORTH' at 10:00 AM at Dock 2 and 'Logistics X' at 12:00 PM at Dock 1 & 5L.

**Carrier Insights Section:** Displays a table of carrier performance metrics. The table includes columns for Search Carriers, Carrier Name, SICAC, # of Apps, On-Time %, Late %, Cancel %, No Show %, Rescheduled %, and Avg Connect Lead Time. The 'All Carriers' row is highlighted in orange, showing an overall performance of 12.3% On-Time, 36.0% Late, 8.8% Cancel, and 16.2% No Show, with an average connect lead time of -1 hours and 57 minutes.

Additional charts are visible, including 'Appointments by Dock by Day of Week' and 'Appointments by Load Type by Day of Week'.

## RESULTS

After successfully implementing Opendock, the Modine Manufacturing Company obtained full visibility into their facility's dock activity levels which has allowed them to maintain a lean team by appropriately staffing as needed.

The visibility also enabled a continuous improvement process which has allowed them to restructure their recurring appointments to be more aligned with their dock's activity levels throughout any given day, further increasing their warehouse efficiency.

In addition to warehouse efficiency, the Modine Manufacturing Company has also been able to collect data and run reports that enable them to build stronger relationships with their carriers to help further drive down freight costs.



You have your basic calendar functions which is what we needed, but I think so far with what is out there, it's the idea of being able to see the times of when carriers are actually showing up and running the reports off of that which is very useful.

**Nathan Curtis,**  
*Materials Supervisor*



**MORE VISIBILITY**



**LESS CONGESTION**



**MORE ACCOUNTABILITY**



**LESS DETENTION**

## ABOUT OPENDOCK

Opendock is a dock scheduling solution that reduces labor costs, lowers freight costs, and improves visibility for warehouses.

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