



**AJR International, Inc**

**Quality Service Continually Improved**

## **OEM Instrument Cluster Remanufacturing / Refurbishment Case Study:**

### **Challenge: OEM Special Coverage Program**

Rework approximately 100,000 Instrument Clusters in sold vehicles as part of a CSI campaign. Product had the potential for an Instrument Cluster failure (Speedometer, Tachometer, Gages) if several key components were not replaced within a short period.

### **AJR Solution:**

Developed quick turnaround on the Instrument Clusters- increase production from 200 units to 600 units per day in 30-day period. Included a call center, hosting and maintenance of Website for order management. Developed an additional production line to facilitate the remanufacturing / refurbishment and logistics processes for inventory, shipping and core retrieval of the defective unit.

### **Results:**

Created high-volume, high-velocity rework line in less than 5 days from notice. Improved quality and service through Web-based order management. Empowered dealers to order units before customers arrived.

### **Key Benefits:**

- Implemented same-day turnaround
- Ability to respond to larger than forecasted volumes
- Reduced seed stock by reworking returned clusters
- Reduced customer complaints
- Replaced parts on the same day due to pre-order implementation

## **Engine Control Module Case Study**

### **Challenge: Begin remanufacturing / refurbishment an ECM product within 6 weeks with a new customer**

Customer needed a facility to remanufacture / refurbish ECMs and be able to produce 100 pieces a day within a 6 week leadtime.

### **AJR Solution:**

AJR developed a timeline to show the hiring of personnel, acquisition of equipment, and setup of equipment and the training of personnel. Developed a high volume production line within 6 weeks. By utilizing our experience in remanufacturing / refurbishment electronic control modules we were able to provide our customer with a timeline showing how we could quickly develop the process and line flow to meet the deadline.

### **Results:**

Permitted our customer to develop the confidence to award the contract to AJR. AJR was able to produce 100 units per day and meet 100% of outbound shipments. It also helped the customer to reduce the cost of the replacement ECM by over 50%. This process worked so well that our customer awarded AJR 100% of their ECM remanufacturing / refurbishment business.

### **Key Benefits:**

- Implemented 100% on time delivery
- Ability to respond to larger than forecasted volumes
- Reduced seed stock by reworking returned ECMs
- Reduced cost of overall program by over 50%
- Removes the need for a "lifetime" build / buy due to the ability to remanufacture / refurbish product from field

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