Goodwill

To support the mission of helping persons with disabilities and provide training opportunities, Goodwill Industries collects and sells donated items. The collection, preparation and display of retail merchandise in Goodwill stores is a huge operational task.

One of the larger ‘chapters’, Goodwill Keystone Area, with operations in Southeast PA, looked at this process and concluded that it could be done much more efficiently. At the center of this analysis was how the straight trucks, and their drivers, spent their day.

Drivers would wait for their trucks to be loaded in the morning, before leaving for store deliveries. Once at the store, they would assist in unloading the merchandise, and then load unsold returns. When they’d return to the warehouse, they’d have to be unloaded, and reloaded for the next delivery run.

The decision to implement the Swap Body System by Demountable Concepts virtually eliminated driver and truck downtime, improved service to the stores and allowed for geographic expansion. Extra bodies also serve as attended donation centers.

According to Rick Moser, Vice President of Retail Operations, the Demountable System has allowed Goodwill to:

- **Eliminate truck down-time at the warehouse, and at the store**
- **Drivers are delivering more product, to more stores**
- **Because of increased efficiency, fewer trucks are required**

“We increased tonnage by 33% while reducing labor and fleet costs significantly”

Rick Moser, Vice President of Retail Operations