



## DRIVING CHANGE AND IMPROVING EFFICIENCY THROUGH DIRECT TRANSFERS

**MEMBER:** Porter Pipe & Supply, Deforest, WI

### FEATURED LEADER:

Kelcey Taylor, Shipping Manager (Split-Shift)

### CHALLENGE:

Porter Pipe & Supply faced inefficient, labor-intensive processes for transferring materials between branches and fulfilling customer orders. At the same time, Kelcey Taylor was transitioning into a leadership role and sought the tools to drive operational improvements and support team development.

### SOLUTION:

Motivated to grow professionally and equipped with new skills from the MDM Program, Kelcey led a capstone project focused on optimizing Direct Transfers between branches. The project aimed to reduce manual steps, improve visibility, and overcome resistance to change—an ongoing challenge in Kelcey's organization. Key coursework on **Change Management and Communication** proved pivotal, empowering Kelcey to navigate internal hesitation and foster understanding across departments.

### LOOKING AHEAD:

Kelcey plans to continue advancing professionally with a goal of becoming Warehouse Manager and eventually overseeing broader operations.

### WHAT MEMBERS ARE SAYING ABOUT THE MDM PROGRAM:

"The MDM Program helped me harness tools to become a better leader. Most of the topics are things we experience every day, so it's great to read and discuss how to implement them within your own organization."

*Kelcey Taylor*

*Shipping Manager (Split-Shift)*

### RESULTS:

**Implementation at Rockford and Hammond branches**, originating from HQ in Addison.

**Reduction of 340 hours of overtime** in the first month after moving to 3 shifts.

**Improved operational efficiency**, giving employees more time outside of work.

**Semi-automated nightly reporting to improve product visibility**, with full automation in progress.