



Photo Courtesy
Stout Building Contractors

Navigating Supply Chain Woes: AORBIS' Swift Action Saves Washington Street Project

OVERVIEW

In the vibrant urban core of Salt Lake City, Utah, AORBIS was tasked with the responsibility of supplying over 479 doors (comprising of 6 panel molded Wood doors, flush /half glass/full glass HM doors, full glass/half glass/6 panel molded fiberglass doors) , for a significant construction project on Washington Street. More than just fulfilling a large order, this project was a test of AORBIS' ability to deliver reliably and on schedule, crucial for keeping a critical construction project moving smoothly.

CHALLENGE

The project was progressing on track until a significant hurdle appeared unexpectedly. When the doors arrived at the site, it was discovered that 40% had sustained damage during transit. This posed a severe risk of derailing the project's timeline, with the potential for substantial financial and operational repercussions.

ACTION

Realizing the severity of the issue, the AORBIS team immediately sprang into action. They quickly established communication lines with both the manufacturer and the logistics provider to trace the root cause of the damage. Not a moment was wasted; AORBIS coordinated an expedited production and shipment of replacement doors. Their response was swift and precise, ensuring no further delays that could impact the project timeline.

RESULT

The replacement doors arrived within an impressive 45-day period, a testament to AORBIS' commitment to quality and client satisfaction. The efficient and prompt resolution of the crisis helped avoid potential delays and cost overruns, strengthening the client's trust in AORBIS. This trust was further solidified when AORBIS was awarded an additional project, underscoring the client's confidence in their continued partnership.



Washington Street apartment project

GC: Stout Building Contractors - Juan Pena

"AORBIS delivered exceptional customer service, operating as top-tier subcontractors. Their team consistently provided superb support and innovative solutions, truly enhancing our experience."

CONCLUSION

The Washington Street project exemplifies AORBIS' dedication to excellence, even under pressure. By turning a potential disaster into a showcase of resilience and dependability, AORBIS has not just fulfilled a contract; they have forged lasting partnerships based on trust and superior performance.



OUR VALUES

Client^{1st}

Do the
Thing


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GET IN TOUCH

 (860) 317-7100



info@aorbis.com
www.aorbis.com

 AORBIS Inc.
1111 Main Street, East Hartford, CT 06108-2241