

Navistar Parts Distribution Center Earns Accolades, Demonstrates Successful New Way of Working



LISLE, Ill. (June 24, 2024) – Navistar’s Edmonton Parts Distribution Center (PDC) in Alberta, Canada was ranked number one on the list of Top Performing Warehouses in the Heavy Equipment category during a recent Carlisle North American Parts Benchmark (NAPB) Conference. Navistar was also in the top three for the Total Supply Chain award.

The Edmonton PDC received this award for the seventh consecutive year, marking a milestone for Navistar’s proactive service solutions approach. This approach improves customer uptime by integrating comprehensive ownership solutions, a customer service operations model, and the Digital Dealer software platform to proactively identify maintenance

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opportunity for our customers. Edmonton PDC is working to adopt these changes and continues to remain innovative.

“We owe our success to our willingness to adopt new technologies and pursue new processes,” said Charles Lester, vice president, Logistics & Supply Chain. “We are currently investing in a new warehouse management system, expanding our footprint, and investing in supply chain software so we can support uptime. Our primary focus is to have the right part, in the right quantity, at the right location.”

Navistar’s PDCs received recognition as top performing warehouses that quickly provide high-quality parts to customers at the NAPB Conference. These achievements are attainable because of a shared understanding among employees on how their roles contribute to the overall success of the PDC.

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As Navistar prepares additional PDCs to meet performance needs, the Edmonton PDC can serve as a model for future operations.

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