

# The Andersen Windows Story

## The Situation

In recent years the number of preventable vehicular accidents had increased to an unacceptable number in the eyes of Andersen management, with associated costs well into seven-figures.

## The Solution

Andersen Windows enlisted Incentive Services to help design and manage a performance incentive and training program for the CMV Fleet. Through several collaborative meetings, a program structure was created to accomplish the following objectives:

- > Elevate safety awareness with both drivers and managers.
- > Engage drivers and managers to achieve company goals in the areas of Safety (Accidents / Injuries), Compliance, Training, Wellness and PeopleNet Onboard Computer Measurements.
- > Create a real-time reporting suite that will allow managers and executives to see driver and location performance based on the set program criteria.
- > Provide sustainable improvement that will correlate to a ROI resulting in significant savings to the Andersen Corporation bottom line.

The Andersen program was introduced through a series of targeted meetings and a dynamic communications campaign. A technology platform was implemented to communicate program rules, as well as to track overall performance to management. The platform also hosted the interactive training modules, and allowed participants to earn rewards for achieving goals.

## Results

After year 1, the program results far exceeded Andersen's expectations.

- Preventable vehicular accidents and associated costs were reduced 47% over the previous year, beating Andersen's target of 30%.
- Exceeded company goals in Compliance.
- Realized a 2.16% MPG improvement by increasing fleet MPG from 6.47 to 6.61 and driving more efficiently.
- Training completion throughout the fleet was 97.5%.
- ROI of dollars saved vs. program spend was 5.6 to 1.
- Because of the great results in year 1, Andersen expanded the program to additional groups within the organization.

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