



CAPSTONE
LOGISTICS



Performance That Holds the Line. Savings That Keep Building.

When a leading temperature-controlled logistics provider needed more than a labor provider for its high-volume customization operation, Capstone brought a performance-based model built around throughput, quality, safety, and cost-per-case improvement. Across a long-standing partnership at a Murfreesboro, Tennessee operation, Capstone has helped turn a complex, temperature-controlled co-packing environment into a more productive, predictable, and cost-efficient operation.

SUCCESS STORY

Value-Added Services

Cold Chain Logistics, Customization,
Co-Packing, Performance-Based Operations

Our Partner

Our partner is a leading provider of temperature-controlled warehousing and logistics, supporting major food manufacturers, retailers, and foodservice companies across the cold chain. At their Tennessee facility, our partner performs high-volume customization and secondary packaging for refrigerated and frozen food products in a cold chain environment that produces approximately millions of cases annually.

**Schedule a
Meeting Today!**





Our Challenges

Our partner needed a team that could move beyond hourly labor coverage and take ownership of improving throughput, protecting quality, controlling cost per case, and supporting safe operations in a physically demanding cold chain environment.

THE OPERATION REQUIRED A PARTNER THAT COULD:



Improve productivity without compromising quality or safety



Reduce cost per case long-term



Support both manual and automated production lines



Manage performance in a refrigerated and frozen environment



Run high-volume customization and secondary packaging lines across two shifts



Build a stronger frontline leadership bench



Maintain schedule attainment across customer-driven production needs



Create a true CPU operating model with accountability tied to output



Our Approach

Capstone implemented a cost-per-unit model from the outset, aligning labor management, productivity improvement, and operational execution around measurable outcomes.

Build the Model Around Output

Capstone's approach shifted the operation away from labor-as-a-service and toward performance-based execution. Our team focused on the metrics that mattered most to the partner: units per man hour, cost per case, schedule attainment, quality, downtime, and safety.

That alignment gave our partner greater cost predictability while creating a structure where Capstone's success was directly tied to improving operations.

Apply Performance Management Across Every Line

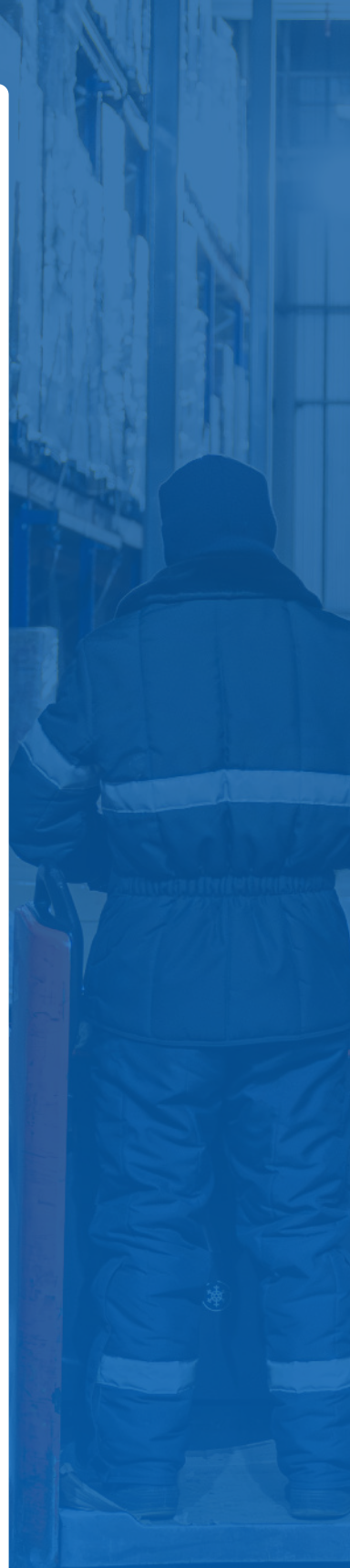
Capstone manages both manual and automated workflows. Some lines require table-based manual packing and display assembly, while others depend on automated or mechanized production flows. Capstone's role is technology-agnostic: we keep each line running to standard, identify productivity opportunities, manage downtime, support staffing levels, and help production stay aligned to schedule whether automation is involved or not.

Develop Leaders Who Can Flex Across the Operation

Capstone built a tiered leadership development program to strengthen frontline execution, support line management, and provide quality control. This leadership depth helps the site sustain performance across shifts, lines, and changing production needs. It also reduces dependency on any single person or line-specific skill set.

Make Safety and Quality Daily Operating Priorities

In a cold chain co-packing environment, productivity cannot come at the expense of safety or quality. Capstone reinforces both through pre-shift meetings, ongoing safety training, quality checks, and daily production communication. The team's operating rhythm keeps safety, quality, and performance connected instead of treating them as competing priorities.





Our Solution

Capstone manages the partner's customization and secondary packaging work across 12 lines and two shifts, supporting refrigerated and frozen products such as yogurt, granola variety packs, flavor assemblies, and retail-ready display configurations.

The work includes:

- + breaking down full pallets of finished product
- + reconfiguring products into customer-specific variety packs or displays
- + preparing those configurations for distribution to retail channels



Why Capstone?

This partnership shows what performance-based co-packing looks like when it is managed as an operating system, not a staffing arrangement.

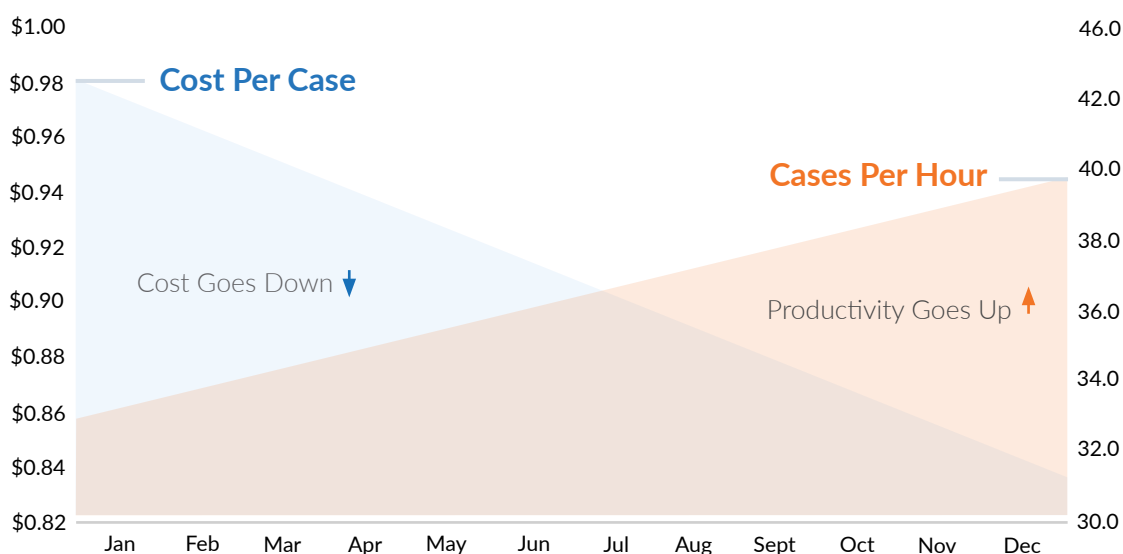
The original challenge was to build a model where productivity, cost, quality, safety, and schedule performance improved together. Capstone's CPU approach aligned the work to measurable outcomes from day one, giving the partner a team accountable for the result, not just the headcount.

In a cold chain environment where product integrity, line performance, and schedule reliability all matter, Capstone has delivered steady improvement without sacrificing safety or quality.

For partners managing high-volume customization, secondary packaging, variety pack assembly, or retail-ready configurations, Capstone provides the operational discipline to lower cost per case and the performance culture to keep improving year after year.

Productivity vs. Cost Trend

Cost Per Case decreased in 2025 from \$0.98 in January to \$0.84 in December. Productivity improved from 33.6 to 39.7 cases per hour during the same time.



The Results

18%
productivity
improvement YoY

22%
cost per unit
reduction YoY

0
lost-time
incidents

25%
increase in
employee wages

125%
line efficiency
across shifts

*units per man hour: 31.3 to 37.0



“Capstone consistently meets or exceeds performance expectations, proving to be a dedicated and reliable partner. They demonstrate a clear and continuous effort to align with our goals.”

– Operations Director



Schedule a Meeting Today!



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