

[Unipart grows technology logistics business](#)

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Unipart, one of Europe's leading logistics companies, has won four multi-million pound long-term contracts including substantial new business with Apple and Vodafone UK.

The contracts total more than £230 million in revenue and will create hundreds of new jobs in Unipart's logistics centres in the Midlands.

They establish Unipart as a leader in the rapidly growing and highly demanding field of technology logistics.

Unipart Group Chief Executive, John Neill, said: "We have spent 20 years building and developing the Unipart Way into the most comprehensive operational architecture which enables us to work in partnership with our clients to deliver ever improving service quality for their customers.

"The Unipart Way architecture supported by Unipart's culture enables us to combine the agility needed to cope with massive variations in demand and rapid new product introduction with high quality customer service.

"The 300,000 square foot logistics centre in Nuneaton is growing rapidly and is expected to employ nearly a thousand people making it Britain's biggest mobile 'phone repair and refurbishment centre.

"Unipart has developed the capability and reputation as a lean logistics company agile enough to consistently deliver industry-leading performance.

"At Unipart we deeply understand that the end customer experience is critical. Our commercial relationship may be with Apple, Vodafone or any other of our hi-tech clients but our true customers are the ones who use their products.

"If we satisfy that end customer by the speed and accuracy of our logistics we satisfy our client companies. It's a dual approach and if we get that customer experience right, everyone wins.

"The key to this approach is the way we have taken the lean principles and philosophy we developed and embedded in our core automotive parts manufacturing division and applied them to the supply chain.

"Codified into what we call the Unipart Way, the approach means that we achieve fantastic levels of speed and accuracy in complex supply chains."

Nowhere is this complexity more apparent than in the 300,000sq ft integrated logistics and handset repair centre Unipart runs with Vodafone UK on the outskirts of Nuneaton, Warwickshire.

The 950 Unipart staff not only oversee the supply direct from the manufacturers of the mobile handsets themselves but bundle them across a variety of service offerings ensuring the right hardware and software goes to the customer.

The centre also deals with what is known as reverse logistics or customer returns of damaged, unwanted or faulty phones.

Unipart's proficiency in reverse logistics has also led to major contracts with large internet retailers such as ASOS.com. And from this month (Feb) it will handle returns of the Apple iPod.

Added Mr Neill: "Reverse logistics is a key element of technology logistics because the process is crucial to end customer satisfaction.

"Consumers often say that the true test of a company is the service they receive when something goes wrong with a product.

"Because of the Unipart Way, our employees are able to work flexibly within the processes to solve the daily headaches reverse logistics throws up.

"A key Unipart Way principle is that we expect our people to solve problems at their own level. This means when the inevitable non-standard returns show up they are dealt with there and then.

"In most other operations, such problems are kicked up the management chain with delay being inevitable."

Mr Neill also announced that Unipart Logistics has successfully concluded its work on the Boots retail supply chain programme.

Alliance Unichem Supply Chain Director Gavin Chappell said: "Unipart Logistics have helped Boots achieve significant change and helped the supply chain deliver its best ever Christmas service to our stores.

"They have a unique set of skills and capabilities that many organisations could use to make transformational change. Boots has benefited significantly from its relationship with Unipart who have helped drive our performance to even higher levels."

Ends

Notes to editors

Unipart Group employs more than 9,000 worldwide and has a annual turnover of more than £1.1billion.

As well as being the UK's largest independent supplier of car and truck parts, bodyshop parts and workshop consumables through its Unipart Automotive division, Unipart Group is a major force in logistics for blue-chip customers.

The Unipart Logistics division provides technology logistics for Vodafone UK, 3 and BSkyB, retail logistics for Boots, Halfords and Homebase and aerospace logistics for Airbus as well as managing worldwide logistics for all Jaguar aftermarket parts.

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