

Jaguar Cars and Unipart – sharing a vision

The Unipart Logistics solution for Jaguar includes:

- Global Warehouse Operations
- Multi-Channel Distribution
- Reverse Logistics
- Logistics Information Systems
- Supplier Management
- Technical Services
- Commercial Services
 - Finance
 - Purchasing and Procurement
 - Marketing and Pricing
 - Customer Services
- World-wide Demand Chain Management
 - Continuous Improvement
 - Inventory Management
 - Process Engineering
 - Information Technology
 - Logistics Design
 - Change Management
 - Knowledge Management



A Jaguar is an instantly recognisable symbol of success; Jaguar is a highly aspirational brand with a reputation for quality and unsurpassed customer service.

Jaguar has made an exciting start to the new millennium with a new product line-up and exceptional growth.

Unipart is an integral part of the Jaguar team, delivering the logistics support that enables Jaguar to maintain its leading position and its quality image.

The two companies have worked together for over 20 years and the relationship continues to go from strength to strength, as demonstrated by the development of a shared vision:

"To support Jaguar dealers in delivering a Unique Personal Ownership Experience to Jaguar Drivers worldwide, ensuring industry leading owner loyalty through partnership and world-class logistics."

Unipart Logistics provides Jaguar with a full automotive parts service, which includes sourcing, storing, processing and despatching parts from 7 global warehouses to over 700 Jaguar dealers, in over 60 countries.

In-house teams provide dedicated customer service, procurement, technical services, pricing, parts marketing and finance support.

In addition to delivering a global logistics service, Unipart invests in the creation and implementation of unique processes and products, to maintain a continuous improvement to its service.

These systems and business processes include:

- **Unipart Logistics System (ULS)**
A global, end-to-end supply chain system with an accompanying set of business processes.
- **Unipart Parts Replenishment System (UPR)**
An online business system to manage dealers' inventories, improving their availability and automatically replenishing stock.
- **Electronic Parts Catalogue (EPC)**
A fully supported and regularly updated web-based technical reference database, which is integrated into Jaguar's upstream engineering processes.
- **Unidial Parts Communication**
A browser based, multi-lingual order management system which links into the Unipart Logistics System and enables dealers to track orders in real time.

Unipart is justifiably proud of its triple award winning relationship with the Jaguar Dealer Networks around the world, including the Department of Trade and Industry's Innovation in Export Practice award, and its market leading Direct-to-Dealer (D2D) programme.

This programme has increased the availability and shortened the lead-time on critical orders, servicing key European dealers directly from the UK warehouse, with emergency orders coming from one of Unipart's European facilities.

"The relationship that we enjoy with Unipart is an example of how two companies can work together."

"I believe that both organisations now feel they are as one, and that is really what it is all about."

Sir Nicholas Scheele

Former President and Chief Operating Officer,
Ford Motor Company

The close relationship between Jaguar Cars and Unipart Logistics is continually evolving. Both companies share their expertise to improve processes, are committed to continuous improvement and use their 6-Sigma Black Belt skills across the value chain.

Utilising the Unipart Way philosophy of working and the supporting tools and techniques has enabled Unipart Logistics to deliver world class levels of service to the Jaguar driver.

Unipart Logistics is involved in Jaguar Cars' business from a model's development stage through to its launch, and the support continues throughout the whole of the car's lifespan.

With the provision of a Jaguar Classic service Unipart truly manages the "whole-life" of the vehicle providing parts and specialist customer support and promoting the Brand on classic vehicles such as the Jaguar E-TYPE.

Over recent years Unipart has developed the Jaguar Global Control Centre as the focal point to manage, monitor and provide finger-tip control of the complex Jaguar aftermarket parts supply chain.

This state of the art centre brings together people, processes and systems to continuously improve each step of the supply chain and ensure they work together in harmony.



Today the joint commitment to customer focus is stronger than ever and is constantly developing.

Unipart Logistics will continue supporting Jaguar Cars in their strategic direction, providing comprehensive, customer-focussed logistics systems and processes to build on a healthy and robust partnership.

UNIPART
LOGISTICS

Unipart House
Cowley
Oxford
OX4 2PG

Tel: +44 (0) 1865 383793
Fax: +44 (0) 1865 383669

www.unipartlogistics.com