



LTI and Unipart Working together

The London Taxi is recognised throughout the world as an icon of the best of Britain. It is a vehicle that has been designed to do a very specific job that makes it different from any other.

The nature of the taxis' role means that it must

- withstand the most demanding stop / start motoring, yet be able to cruise comfortably and quietly
- accommodate five passengers and their luggage, yet be compact and highly manoeuvrable
- be rugged, strong and capable of operating at up to 100,000 miles per year, but easy to repair and maintain



The quality parts and the service provided by Unipart is a critical element in helping to meet these requirements. Any downtime because a part is late or not available means a loss of earnings for the taxi driver.

The Unipart team is an integral part of the LTI operations, delivering the logistics support that helps it to maintain its position as the manufacturer of the world's best taxi.

“We have been working with Unipart since 1990 and our relationship goes from strength to strength in the way we work together to give an outstanding service to our customers”

**Peter Shillcock,
Managing Director, LTI**

LTI and Unipart have worked together for seventeen years and the relationship is built on a deep understanding of the customers' requirements.

In 2004 LTI and Unipart reaffirmed their relationship with the agreement of a long-term extension to the contract.

The inventory of taxi parts is held in a central warehouse near Evesham, Worcestershire with overnight deliveries to each of the service dealers in the UK and across the world to Japan, South Africa, USA and throughout Europe.

Unipart Logistics is involved at all stages in the life of the taxi, from the design of new models and major component development. This support continues throughout the vehicles service life.

Joint Vision:

To provide LTI's dealers and customers with a world class parts service that encourages:

- loyalty for service and parts, and
- loyalty to purchase the next vehicle



Unipart Logistics' solution for LTI covers the complete spectrum of services needed to operate an aftermarket business. This includes:

Supplier facing services

- Sourcing
- Purchasing
- Supply Scheduling
- Inventory Management
- Supplier Management

Logistics services

- Importation and Receiving
- Warehouse Operations
- World-wide Distribution
- Logistics Design
- Tracking Services
- Warranty Returns

Customer facing services

- Sales and Marketing
- Parts Pricing
- Customer Services
- Technical Services and Electronic Parts Catalogues

Administrative and business development

- Invoicing and Collection
- Supplier Payments
- Finance and Reporting
- Change Management
- Continuous Improvement
- Information Technology



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