

Transferring Logistics for Growth and Efficiency



Industry Sector

Photographic/digital retail

Issue

Need for more capacity in growing business

Solution

Transfer three sites to one efficient Unipart Logistics operation

Benefits

Greater capacity to meet increasing Christmas peaks, knowledge retained with TUPE transfer, staff development, improved efficiency and service.

"In the run-up to Christmas 2003 our in-house operations delivered a fantastic result, states Director of Distribution at Jessops, John Adderley, "but we believed we would not have coped the following year."

were only a few months to go before the start of the next Christmas peak, which can see volumes double. Unipart Logistics immediately conducted detailed process mapping at the three Jessops sites to understand the specific requirements.

".. one of the best projects we have ever been involved with. It was a fantastic achievement and we felt we had definitely hit on the right company.."

"We wanted an outsourced logistics provider who could bring wider experience of efficient operations and improve service." After careful searching, the company decided to move its entire warehousing and logistics operation to Unipart Logistics. "It

In September, the entire operation was concentrated into the Unipart Logistics distribution centre at Weedon. The majority of Jessops staff agreed to transfer under TUPE, despite being 35 miles from existing sites. "Keeping knowledge of our business was key to success," commented Adderley. "That transition was one of the best projects we have ever been involved with. It was a fantastic achievement and we felt we had definitely hit on the right company."

was not just what they could offer, we felt it was a cultural fit. They really wanted to understand how our business worked."

The operation handles a wide variety of products, from large and bulky telescopes to very small, high-value memory cards for cameras, hazardous

Once the decision was made there



photographic developing chemicals and point of sale material.

From the early stages, staff development has been important, including training all members in the tools and techniques of the Unipart Way. "There has been



a fundamental change to people's attitudes to the way they work," commented Adderley.

Within a week of the transfer of the business, the returns processing operation had been improved tenfold. "Unipart Logistics had mapped it, and changed it to less than 24 hours," stated Adderley. "This has been absolutely fantastic."

Improved results are continuing to be delivered years after the initial transfer. The Unipart Logistics approach and continuous focus on improvement has also had effects in other areas of Jessops business. "There have been many benefits to choosing Unipart Logistics. They have been challenging our processes and streamlining operations."

In the second year of operation, there was a 14% improvement in receipt to

bin time, a 5% improvement in picking productivity and a 10% cost saving in transport. "I have been very impressed with the results," stated Adderley. "Unipart Logistics has a great understanding of how to take a process, bisect it and make it

better. This has been excellent."

Products are received palletised or loose in containers. Warehouse staff quickly check the product and quantity so it can be taken to the correct area of the warehouse; VNA racking for bulk storage, low level racking for fast moving goods, or shelving and containers for live storage small parts picking.

Order picking and packing takes place into secure containers for store deliveries, or into boxes for the growing number of internet orders. The 70,000 sq ft distribution operation can handle over a million picks per month.

In the inbound and outbound processes, newly trained warehouse staff carefully examined operations and delivered improvements. "The Unipart Way has been very positive," stated Adderley. "Some of the tools and techniques really helped to understand the bottlenecks."

"Distribution no longer causes the business any panics, it just delivers."

Service to the 290 Jessops stores has also seen very positive feedback from the store managers. As Adderley concludes; "It has certainly contributed to successful Christmas performance.

Distribution no longer causes the business any panics, it just delivers."

For more information contact:

Sue Pryce
Proposition Manager
Unipart Consumer Logistics
Unipart House
Cowley
Oxford
OX4 2NG
+44 (0)1865 383362

or visit our web site:

www.unipartlogistics.com

UNIPART
LOGISTICS