



Unipart and Boots – Store Friendly Logistics

In 2002 Boots asked Unipart Logistics to look at transforming its supply chain

The goals of the supply chain transformation programme were to

- Deliver zero gaps on the shelf with substantial cost savings
- Significantly lower inventory
- Deliver a customer driven, store friendly supply chain
- Eliminate multiple handling and unnecessary operational complexity
- Ensure that product sold today would be replenished and back on the shelf tomorrow morning

The proposed supply chain would

- Be 'end to end' in coverage
- Start with the customer and go right through to Boots manufacturing and suppliers
- Be customer demand driven and the replenishment processes would pull product through the supply chain direct to the store shelf
- Lead to short cycle manufacturing, fewer warehouses, lower inventories and reduced operating costs

A detailed review was carried out which looked at the issues facing Boots and how they would be resolved

Business Issues

- Complex Supply Chain
 - 23 warehouses
 - 1,400 stores
 - 70,000 lines
 - 60% change / 6 new promotions per day

- Large number of different supply routes

What Unipart Logistics did

- Reviewed the end to end supply chain (store to supplier)
- Process mapped 'as is' processes
- Defined improvement opportunities
- Developed a transformation plan

Results

- Supply chain vision approved by Boots
- Transformation plan developed focussing on:
 - Store friendly logistics
 - Next day replenishment
 - Reducing number of distribution centres
- Unipart managed proof of concept trial to validate vision and store benefits
- Boots appointed Unipart Solutions Practice as their consultancy partner for the supply chain transformation project

