



50% more hub in Machelen

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Keeping pace



Rick Goudberg,
ICT-manager Benelux

Parts Express tracks news and developments in the transport sector as well as general trends that affect the industry. What stands out for ICT Manager Rick Goudberg, and why?

Ready for GDPR

'Like many companies in Europe, our calendar has a big red circle around 25 May 2018. That's when the single new European regulation to protect personal data – the General Data Protection Regulation, or GDPR for short – will come into force, replacing what used to be 28 different legislations. We are working hard to be ready on time. Of course, as an international transport provider, Parts Express welcomes uniform regulations.'

3 questions for Zahra Afkir, receptionist

What does your job involve?

'A lot of different things. Obviously, I'm on the phone a lot. I answer all incoming calls and put them through to the right people. I also take care of all incoming and outgoing post, room reservations for meetings, and ordering office supplies, lunches and the occasional dinner. Recently I also started assisting customer services with some admin. But for most people, I'm the friendly face at the front desk who passes out fruit and sweets.'

What motivates you?

'I enjoy helping people. During the storm recently, some drivers got stuck out on the roads. They phoned me, and I was happy to be able to put them through to a colleague who could help out. Or if a parts shipment can't be delivered overnight, I follow up straight away with the customer the next day, to inform them about the whereabouts of their shipment. That's really appreciated.'

What's special about Parts Express?

'Not long ago I was sick and I received so many wonderful get-well messages. Everyone really cares. That was also very evident when we had a sudden death recently at the office. That was extremely emotional. We were all deeply affected, all in our own way, but everyone looked out for and was genuinely concerned about each other. That enabled us to come to terms with it together.'



Zahra Afkir, receptionist



Geert de Maeseener
Networkmanager



Sven Lambrechts
General manager Belgium

Machelen: our new hub in Belgium

In October we opened our new hub in Machelen, near Brussels Airport and the Machelen interchange on the Brussels Ring. With this new space we can serve existing customers even better and also attract new ones. Besides improving quality, the additional space also benefits efficiency and safety.

Many improvements

According to Network Manager Geert de Maeseener, along with 56% more space, the additional gates also mark a big step up. 'In Mechelen we had 28 gates; here we've got 67, so now we can allocate a gate for every route. Plus, we've physically separated daytime and night-time distribution between

two halls, which has made our process a lot easier and more efficient to manage.' But that's not all. All of the forklifts have been replaced with a sustainable fully electric fleet. There is also more office space for the planning and customer service departments, with two monitors at every desk so office staff can work more efficiently too. With the relocation to Machelen, Parts Express can serve more destinations directly instead of via subsidiary hubs, which means the whole Brussels region can now be supplied straight out of Machelen. That further boosts the quality of our services in Belgium.

Continued growth

The new premises were an absolute necessity, explains General Manager for Belgium Sven Lambrechts. 'In early 2017 we landed

several great new customers like Andreas Stihl and Goodyear, but we were also getting too cramped. We even had to stop taking new customers for a while. In Machelen, we've got room to grow again – and with that, we're also seeking more good staff.'

With loyal and enthusiastic customers, Sven's team looks back proudly on the six years that saw them grow from 12 to 70 people, almost all of whom have come along to Machelen. Clearly, the workplace climate is thriving too. Fun fact: As a sustainable incentive for employees to join the move to Machelen, Parts Express made folding and electric bicycles available to everyone who came along.

New website for returns

A number of customers are already working with Parts Express's new returns website. Besides an attractive

facelift, the site's overview screens are easier to use, and resetting forgotten passwords is a breeze. To ensure all goes smoothly, we will be transferring customers to the new returns site in phases.

De feiten

Performance Parts Express
t/m 4e kwartaal 2017

- 96,80%** Correct deliveries, Daytime Distribution
- 98,30%** Correct deliveries, Night-time Distribution
- 99,30%** Correct deliveries, Same Day Express
- 99,05%** Scan performance of Daytime Distribution
- 99,15%** Scan performance of Night-time Distribution
- 90,10%** Delivery performance before 2.00 pm

The Daytime Distribution and Night-time Distribution percentages are based on the total number of packages sent and the number of missortings and irregularities. The Same Day Express percentage is based on the number of shipments delivered before 3.00 pm.

A VISIT TO

Andreas Stihl

‘We asked dealers about their experiences’

“Parts Express
knows our market”

From its beginnings as a family business in Germany, today Andreas Stihl is the established global leader in the chainsaw market, and also manufactures a full range of forestry and horticulture products. Best known in trade circles, the company has been gaining ground in the retail market too. In January 2017, its Benelux subsidiary Andreas Stihl NV chose Parts Express to be its Benelux supplier. A good choice, the company confirms one year later.

According to ICT Manager Luc Van den Bergh, dealers played a key role in that choice. ‘It’s important to us that dealers’ daily routine is disrupted as little as possible by drivers arriving with deliveries. Parts Express was supplying our dealers for a competitor and knows our market, so we asked dealers about their experiences and they were positive. Another plus is that Parts Express can combine shipments from our European warehouse in Strasbourg with those from our warehouse in Puurs (Belgium). And, also crucial for us, Parts Express is certified to ship lithium batteries.’

Giving dealers options

Andreas Stihl’s 500 dealers in the Benelux – all specialist trade – receive shipments on average two to three times a week. They can choose between nighttime or daytime distribution, which was another big factor in Parts Express’s favour. Explains Luc Van den Bergh: ‘By and large, nighttime distributions concern parts. Our dealers’ customers are mostly professionals who need their equipment repaired ASAP. Any delay, and they lose income.’

Combined shipments

In May 2017 a lorry began running daily transports from Strasbourg to Parts Express in Belgium. Now, if a dealer orders a chainsaw (Puurs) and a lawnmower (Strasbourg), those orders are combined in Machelen and delivered to the dealer as a single shipment, where



Luc Van den Bergh,
manager ICT

before it was two. The only proviso is that the Strasbourg warehouse only does daytime distribution.

Positive experiences

Just over a year into the partnership, Luc Van den Bergh affirms his satisfaction. ‘Our experiences are positive. Sure, there are hiccups every now and then – we’re all human, after all – but with customer services to help we always resolve it. We’ve also benefited from new developments like the efficient new returns system. And when Parts Express recently relocated its hub to Machelen, we didn’t notice a thing.’



Daytime Distribution

Quick and guaranteed delivery



Sameday

Order before 12.00 pm
= delivery before 03.30 pm



Tyre Hotel

Your tyres in good hands



Night-time Distribution

Order today,
arrival tonight



Warehousing

Your stock organised
under one roof



International

Cross-border service

Colofon