

Partners



A new look for Parts Express

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We wish you happy holidays and a fantastic 2021!

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Keeping pace



Norbert van Duuren
General Manager of Parts Express

Parts Express tracks developments in the transport sector as well as general trends that affect the industry. What stands out to Norbert van Duuren and why?

An unusual period for the automotive industry

"Automotive – the sector we focus on – is currently going through an unusual period. The shift toward greater sustainability calls for a great deal of adjustments and investments. At the same time, the COVID-19 pandemic is also affecting this sector specifically. New vehicles sales are under pressure, while the sales of parts continue unabated. It's still difficult to predict exactly how this will affect us. We are, however, taking steps to prepare by structuring our logistics so that, thanks to good staffing coverage, our customers will continue to benefit from the attractive terms of service to which they are accustomed. One such step is to make night-time distribution accessible to other sectors. Like the 2,000 businesses in the sign industry, for instance, who deliver material for outdoor advertising. Night-time distribution is especially attractive right now because it doesn't require any interpersonal contact. Our new construction (see p.3) is another way we are working towards even better quality and efficiency. So this has been a period of many new developments, but there's one thing we know for sure: 2020 has been a remarkable year. On that note, I wish you all a holiday season that is especially merry and bright, as well as a prosperous 2021."

3 questions for Andreea Munteanu, assistant warehouse manager

What does your job involve?

"My job title doesn't really cover the breadth of what I do. There's so much more to it: coordinating the drivers, damage reports and scans, updating the work schedule and planning. Which is thanks to my manager Alex and the warehouse manager, Abid, who gave me the opportunity to develop my talents to the fullest. That makes me happy and proud. Proud of them as well."

What motivates you?

"Before this, I worked in the hospitality industry, for which I had earned all kinds of diplomas – including management training. But I wanted a change. Which is how I ended up as a temporary employee in the sorting department at Parts Express. I had my doubts at first. It was so different. And a really male-dominated industry. Still, I decided to take the chance. I was certain that I was up to the task. And my experience, knowledge and ability to think creatively and strategically were noticed and appreciated. So I was given more and more tasks and a chance to grow into new roles. My goal is to get into logistical management. I plan to work hard to make that happen."

What's special about Parts Express?

"Since I joined Parts Express, a whole new world has opened up for me. That was a challenge, too. But if I had known how exciting the transport business is, I would have started much sooner. Being a woman in a "man's world" took a bit of getting used to. Luckily, I'm flexible and social and have strong communication skills. Plus, I have two sons at home – they're 19 and 16. I just think it's really interesting and I've come to enjoy it tremendously!"



Andreea Munteanu, assistant warehouse manager



NEW COMPANY UNIFORMS Parts Express shows its true colours

If you happen to see our employees in the near future, you may notice something new about their company uniforms: each of them now has a yellow, grey or red band at shoulder level. Bertus Stam, Head of Facilities Management, explains.

"Our uniforms are an important calling card. For us, but for our customers as well. After all, we're representing them whenever we visit the

end customer. This is why we put a lot of time and attention into the uniforms. When a pair of trousers, a jumper or a jacket is worn-out, a new one can be ordered straight away. That way, the employee can look their best again in no time."

Even easier to recognise

"And we are always looking for things we can improve. Our managers selected the final design. The result features a diagonal band of colour on the front and a horizontal one on the

back, ending more or less at the shoulder blades. In combination with our trusted Parts Express logo, the new uniforms make our employees even easier to recognise and eye-catching as well."

Another request from the managers was to create a distinct, recognisable uniform for each job category. This is why drivers now have a yellow band on their uniforms, logistics centre staff wear a grey band and managers have a red band.

Parts Express invests in new construction

If all goes well, Parts Express will open the brand-new extension of the logistics centre on the Dijkleger in Vianen in 2021. An impressive 4,000 m2 of new transshipment capacity will be realised here in the coming period. As a result, we will be able to carry out our night-time distribution and Same Day Express activities from the same location as the daytime distribution. This, in turn, will decrease the number of transport movements required and increase the quality and efficiency. Which is especially welcome in light of the fact that our customers are increasingly placing orders to be filled in part through daytime distribution and

in part through night-time distribution. By building this new extension, Parts Express is taking yet another step to enhance our sustainability. Solar panels will be installed on the roof of the extension, making it possible to achieve 100% CO2-neutral operations at the site. In addition to room for transshipment, the extension will also house new office space. These offices will be on a mezzanine level, offering a great view of the work floor. In taking this new construction into use, we will also say goodbye to our facility on the Stuartweg – a special place that was home to our company for many years.

The facts

Parts Express performance through 3rd quarter 2020

☀️ 99,10% Correct deliveries, Daytime Distribution	📊 98,40% Scan performance of Daytime Distribution
🌙 99,30% Correct deliveries, Night-time Distribution	📊 98,75% Scan performance of Night-time Distribution
✓ 99,20% Correct deliveries, Same Day Express	🕒 94,20% ADelivery performance before 3.00 pm

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

A VISIT TO FCA Netherlands

The Fiat Chrysler Automobiles (FCA) Group designs, engineers, manufactures and sells cars and car parts. Worldwide, the company has 12 automotive brands: in addition to Fiat and Chrysler, these include Alfa Romeo, Jeep, Maserati, Abarth and others. It also has its own brand for parts, accessories and customer care (MOPAR), ensuring that the dealers have everything they need in-house in order to provide the best quality and service to their customers. In September, Parts Express took on – resumed – responsibility for the delivery of parts and accessories in the Benelux region. **Hide Gresel, Logistics Manager with MOPAR, FCA Netherlands:** “We’re once again relying on the familiar and trusted combination of FCA, CEVA and Parts Express.”

Each day, four trucks leave the CEVA Logistics warehouse in France on their way to destinations in the Netherlands and Belgium, carrying a combined total of 1,500 consignments. Around midnight, these trucks arrive at Parts Express, which then ensures the parts and accessories are ready and waiting the next morning at the 126 delivery points in the Netherlands and the 148 points in Belgium and Luxembourg. “Because if the dealer orders a part before 5 pm, he’ll have it by 8 am the next morning.”

Proven quality

“That calls for a flexible and pro-active attitude and strong problem-solving



“Any problems are tackled straight away”

Hide Gresel
Manager Logistics MOPAR, FCA Netherlands

ability. In the past, CEVA and Parts Express have proven they have those qualities. And now they’re doing it again: the first compliments were quick to arrive. When Parts Express is unable to gain access to a night-time location, for example, they deliver to the next location on the route. While that means the dealer has to go get the parcel, it also means he gets his parts on time. And if something is out of stock, our help desk finds out early in the morning and we are able to notify the dealer in time. Any problems are tackled straight away.”

Smooth process

“Another major advantage of Parts Express is that they also offer the option of daytime delivery. Our product range runs the gamut from nuts and bolts to motor blocks or even a complete side panel for a car. The latter cannot be delivered at night. In the past, this required special transport – but Parts Express delivers everything. And quickly, too, because they have the right resources. My department strives to optimally support the dealers throughout the order process, from start to finish. With the perfect combination of CEVA and Parts Express, we are guaranteed a smooth process from warehouse to dealer.”



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