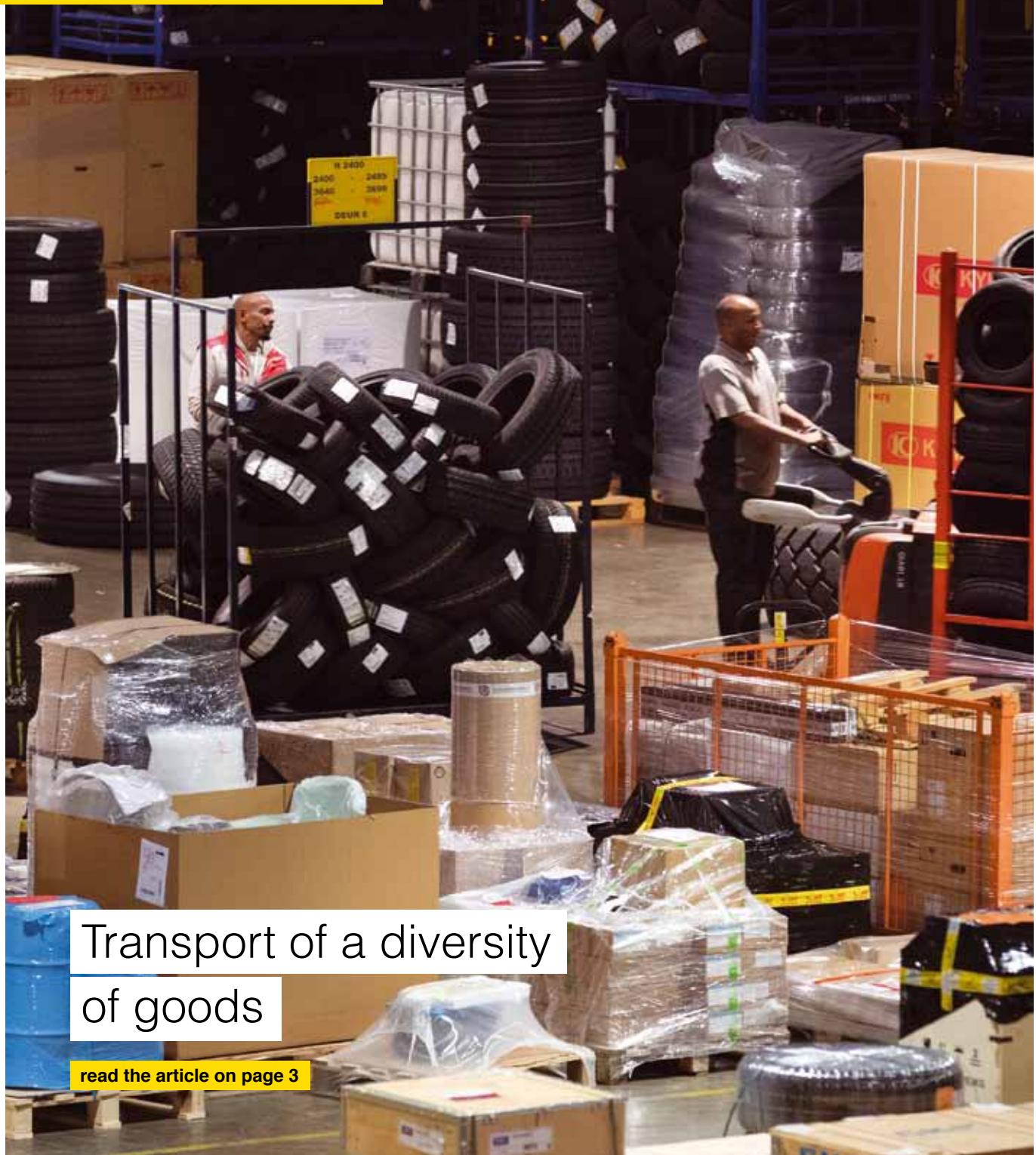


Partners



02 The Netherlands: a country of transport

Jan Brugging gets you up to speed

Three questions for...

Michael Muller

03 Diversity of goods

From lorry parts to gardening tools

News

Benefits of the new BAS online

04 Customer report

A visit to
Stahlie Impex

Keeping pace



Jan Brugging,
vestigingsmanager

Parts Express tracks news and developments in the transport sector as well as general trends that affect the industry. We asked Meppel Site Manager Jan Brugging what has caught his attention, and why.

Demand for transport workers

'The first quarter of 2017 witnessed a massive influx of new workers in the transport sector, to a level not seen since early 2009, according to a sector survey published by the Dutch Transport and Logistics Sector Institute. The reason for this is revenue growth in both road haulage and logistics services. So the number of new workers is high, but still more are needed, especially planners and drivers. We are seeing this at Parts Express, too. In fact, it is so busy right now that we are very cautious about taking on new customers. We want to be certain that existing customers get the service they expect from us. Meanwhile, the search for new employees is on!'

3 questions for

Michael Muller, logistics analyst

What does your job involve?

'I oversee the day-to-day profitability of all our 150 Daytime and Night-time Distribution routes, run through the schedule, evaluate whether we're meeting the trip planning standards and feed the figures into our monthly analysis. I also send the Daytime and Night-time Distribution scan reports to the scan coordinators. Besides that, I'm also supervising two projects, one aimed at boosting our scan performance and the other at transitioning from ORTEC to PTV Smartour route planning software. I also draw up our strategic plans for tenders.'

What do you like about your job?

'The variety. One minute I'm at the warehouse to explain the importance of careful and consistent scanning, the next I'm advising operational managers on optimisation or supervising the implementation of our new route planning software.'

Can you describe your career at Parts Express so far?

'I started out here as a planner in 2007. In 2011, I became the senior Daytime Distribution planner. Last year in August, I took a sales job at another company, but it turned out that wasn't a good fit. Fortunately, I was still in touch with the management at Parts Express and knew they were looking to hire someone. I'm happy to be back. It's a familiar environment, but Parts Express also offers me plenty of opportunities to grow.'



Michael Muller, logistics analyst



From lorry parts to gardening tools

Diversity in goods transport at Parts Express

From its origins as a transport provider for automotive parts, Parts Express has since branched out to various other sectors, from lorries to landscaping. Customers know they can rely on Parts Express for bulky, fragile and time-sensitive consignments. Frits van Duuren, account manager at Parts Express, says, 'For us, hauling irregular sizes is no problem'.

Parts Express started out transporting parts for importers of leading car makes. 'Automotive parts come in all shapes and sizes', says Frits, 'and not all are equally easy to handle or ship. Just take car wind-screens and bumpers. But Parts Express has no trouble transporting these products.'

Branching out

As Parts Express grew over the years, opportunities opened up in other sectors. Expansion into the transport of lorry parts was a logical step. 'Typically, lorry parts are a good deal larger and heavier than automotive parts, but they're in trusted hands with Parts Express', explains Frits. Parts Express has been safely delivering lorry parts to customers for several years now.

Transport of non-conveyable items

After lorry parts came the agricultural sector, specifically tractors wheels and tyres, marking a move further into the transport of non-conveyable goods. These are goods that cannot be sorted by automated conveyor systems. 'Many other transporters won't take them. They don't have the right facilities or find

it to be too much trouble, preferring to work with products that are easy to handle and quick and simple to sort', Frits says.

Further expansion

Other non-conveyable goods transported by Parts Express include power equipment products and gardening tools for the landscaping sector, such as generators, lawnmowers and chainsaws. But it does not end there, as far as Parts Express is concerned. According to Frits, 'Future expansion into other specific sectors is certainly a possibility. The maritime sector, for instance. However, at present, we're incredibly busy as it is'.

Did you know about these benefits of the new Bas Online?

The new and improved Bas Online lets you import consignment lists from Excel and CSV in just a few clicks and also generates

a Track&Trace link for your customers. That way, they know straight away when to expect delivery.

The facts

Parts Express performance through 3rd quarter 2017

99,10% Correct deliveries, Daytime Distribution

99,20% Correct deliveries, Night-time Distribution

99,30% Correct deliveries, Same Day Express

97,70% Scan performance of Daytime Distribution

98,30% Scan performance of Night-time Distribution

90,20% Delivery performance before 2.00 p.m.

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 p.m.

PAYING A VISIT TO

Stahlie Impex

'Parts Express has night-time access to customers' premises'

Automotive importer Stahlie Impex had had enough of working with multiple transport providers simultaneously and wanted to narrow the pool down to only one. And they chose Parts Express! Stahlie Impex is pleased with the Daytime and Night-time Distribution service, explains the company's director, Peter-Jan Stormmesand. 'Parts Express is flexible and comes up with solutions, and we never feel like just a number.'

Stahlie Impex's customers are all automotive material wholesalers that supply car repair shops and dealers. They expect fast logistics. Mechanics order car parts from a wholesaler, who then orders them from Stahlie Impex. The mechanic wants to have the parts on-site early the next morning, so they can get to work the very same day and provide their own customers with fast service. With its Night-time Distribution, Parts Express makes that possible.

Independent night-time delivery

Since there is no one at the delivery locations at night to accept consignments, Parts Express has access to the locked premises of all Stahlie Impex's customers. This ensures deliveries can arrive safe and sound at the agreed location. 'Parts Express has been working this way for a long time. It's essential for us when delivering car parts, and we know that we can trust in their expertise and good service', explains Ad Menke, a buyer at Stahlie Impex.

Personal service, with an edge

The switch from several transport providers to only Parts Express went off without a hitch. Stahlie Impex chose Parts Express as their sole provider for various reasons. 'At Parts Express, the focus isn't on billing, and you never feel like just a number. Their staff are flexible, are always helpful in coming up with solutions and work fast. Just like

At Parts Express, the focus isn't on billing, and you never feel like just a number'



Peter-Jan Stormmesand director and **Ad Menke** buyer

us. Our values and working methods are the same. The fact that Parts Express is a specialist in automotive means they know all the sector's ins and outs, which is nice for us, and also gives them an edge in the sector. The way I see it, that's a big advantage.'



Dagdistributie

Snelle en gegarandeerde levering



Sameday

Voor 12 uur besteld = vóór 15:30 bezorgd



Nachtdistributie

Vandaag besteld, vannacht in huis



Warehousing

Uw voorraad overzichtelijk onder één dak



Bandenhotel

Uw banden in goede handen



Internationaal

Grenzeloze dienstverlening