

Transport and logistics: infrastructures to create

The Norbert Dentressangle Group is progressively extending through Eastern Europe with new trans-border freight lanes, and, in the logistics sector, by the introduction of modern warehouses equipped with state of the art hardware and data-processing systems. The local personnel is scrupulously trained in Norbert Dentressangle Group processes and Best Practices.

But although the Czech Republic and Hungary have reasonable roads, Poland has only 200 or 300 km of very average quality motorways, seldom in compliance with European standards. The safe speed for trucks is, on average, 45 km/h (28 mph)!

Czech Republic

Cold chain for **Danone**

Danone Central and Eastern Europe Supply Chain manager Pascal Crévits explained that “as our warehouse in the south of the Czech Republic no longer met Danone storage conditions and space management quality standards, we asked Norbert Dentressangle to manage our logistics operations in its Divisov warehouse.” In May 2004, Norbert Dentressangle installed the Norbert Dentressangle Warehouse Management System, developed in-house, to track 120 Danone yoghurt and dessert references from the warehouse-factory through to final delivery. “Norbert Dentressangle already works for Carrefour in the Czech Republic and demonstrated



great local expertise in project management and operations start-up. This service, supported by very flexible teams, is almost exactly the “tailor-made” service we were seeking.”

“Danone and Norbert Dentressangle teams were trained to work together, Pascal Crévits added. We also learned to work with a new service provider. For both of us the key words are anticipation, demand forecasting and clear procedures.”

As a result, Danone has started a continuous physical flow management improvement process to raise customer quality satisfaction over time.