



Daikin is a global leader
in the manufacture and supply
of commercial and residential
climate control solutions.



Based in Ostend, Belgium, Daikin Europe NV is the European Sales and Manufacturing Headquarters of Daikin Industries Ltd.



Both the service and working relationships we have enjoyed with Norbert Dentressangle over the years have been first rate. On this basis, we extended both the duration and scope of the contract. Together we have focused on building a strong and mutually beneficial relationship and are confident we will further strengthen this partnership in the future.

Alison Jones

*Supply Chain Manager,
Daikin UK*





THE CHALLENGE

- Daikin offer a standard next day delivery service (along with a same day if requested) to all of their customers. It is therefore essential that inbound products being despatched from European and the Far East manufacturing plants are receipted within the agreed timeframe. Competition within the industry in the UK market is fierce, resulting in service being a key factor.
- Due to the large and heavy nature of the product, the distribution operation requires specialist handling, a full returned goods service and added value operations.
- Daikin wanted to improve their processes, in order to provide full track and trace ability for their clients.

OUR SOLUTION

- Containerised product is received from Daikin’s manufacturing facilities in Belgium, Czech Republic and the Far East. They are unloaded and palletised by Norbert Dentressangle at our 110,000 sq ft shared-user facility in Medway, Kent. Most orders are received and picked on Day 1 for Day 2 delivery, utilising Norbert Dentressangle’s Special Services fleet.
- Norbert Dentressangle is also responsible for the customs clearance of inbound product, the line haulage operation from the Port of Felixstowe to the Medway warehouse and managing the delivery of aftermarket parts to both engineers and customers, via parcel carriers.
- Originally appointed in 2005 Norbert Dentressangle provides a range of value-added services including a pre-delivery text alert, two-man deliveries, the provision and operation of heavy lifting equipment and removal and disposal of packaging. In addition a collection service for all returns from the end user back to depot is available. Returned units are assessed, with all packaging and minor repairs carried out.
- Norbert Dentressangle has upgraded the warehouse management system, supporting the introduction of both inbound and outbound serial number capture and better integration with Daikin’s own SAP system.

THE BENEFITS

- Both the warehousing and transport operations are served by Norbert Dentressangle’s shared solution, providing Daikin with a highly flexible and cost-effective nationwide warehousing and distribution operation. Close parcel and carrier management ensures cost streams are kept to a minimum.
- Providing the option of a nationwide two man delivery service incorporating specialist equipment such as stair walkers helps to reduce expensive crane costs. On-site inspection and processing of returns and minor repairs / refurbishments, within agreed KPI’s, provide critical information for credits management, ensuring fast stock turnaround and reduction of onward handling costs.
- By implementing new systems and processes Norbert Dentressangle has increased the flexibility of delivery services, reduced costs, and improved accuracy and customer service through better traceability and pick accuracy throughout the supply chain.

www.norbert-dentressangle.co.uk



Bringing people closer to their dreams