

# OUTO KUMPU



“ Providing excellent service to our customers is what sets Outokumpu Stainless Distribution apart from its competitors, and in order to do this we need the highest level of confidence in our suppliers. Our long-standing relationship with Norbert Dentressangle is testament to the support and service they have given us over many years. ”

**Alison Kinna**  
*Managing Director  
Outokumpu UK*

OUTOKUMPU IS AN INTERNATIONAL STAINLESS STEEL COMPANY – ONE OF THE WORLD’S FOUR LARGEST PRODUCERS, AND ALSO WIDELY RECOGNISED AS A WORLD LEADER IN TECHNICAL SUPPORT, RESEARCH AND DEVELOPMENT.

The company produces a wide range of stainless steel products together with a comprehensive range of fittings, flanges and welding consumables, available in various grades, dimensions and surface finishes.

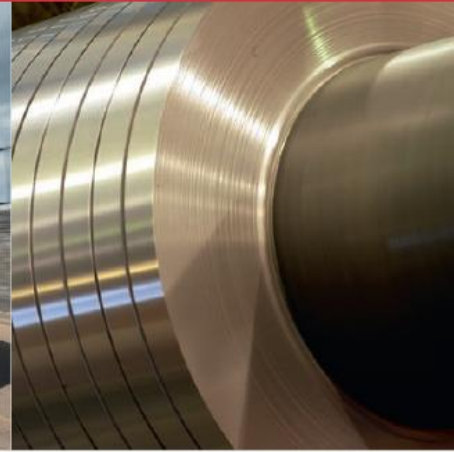
Outokumpu has worked with Norbert Dentressangle for almost 20 years and has recently renewed on a closed tender basis for a further 3 years.

The established operation involved a dedicated fleet of twelve vehicles in Sheffield and one in Scotland, delivering around 40,000 tonnes of aluminum each year on sliding canopy trailers to steel stockholders, finished goods manufacturers and construction sites.

# TRANSPORT SERVICES by NORBERT DENTRESSANGLE

Reliable and cost saving solutions

## OUTOKUMPU



### THE CHALLENGE:

- The recent contract renewal followed on from Outokumpu's acquisition of a rival manufacturer with operations in Rotherham and Walsall.
- This followed a period of recent change when coil operations were closed in Sheffield and relocated to Finland and Holland.
- It also coincided with a head office requirement to make significant savings in the supply chain operation of the newly-enlarged UK business.
- Failure to realise these savings would have resulted in the long established customer going to market.

### OUR SOLUTION:

- Manage the entire operation from Sheffield, removing duplicated management cost from the Rotherham and Walsall sites.
- Ensure maximum utilisation of trunking resource to Walsall by utilising this vehicle to also merge Scottish delivery product, removing empty running miles.
- Use the Norbert Dentressangle network to efficiently serve outlying areas and to make deliveries in excess of the agreed service level.
- Utilise the embedded IT links between Outokumpu and Norbert Dentressangle to remotely plan as one complete fleet to drive maximum efficiency.
- Talking openly with the customer regarding costs and benefits and planning to mitigate risk of change.
- Retention of the previous contractor's drivers to ensure product and customer expertise was retained to benefit the operation.
- Outbase vehicles in Walsall to reduce nights out and empty running to South coast.
- Recommend product storage locations to the customer to best serve customer requirements to reduce trunking and empty running.

### THE BENEFITS:

- The operation, which has expanded in some parts and contracted in others, is still underpinned by a reliable, well-proven supply chain that continues to deliver 40,000 tonnes of product per year across the UK.
- Moving the transport base from one location to another proved a seamless transition, with no adverse impact on the ongoing operation.
- Delivery of over £440k of the £500k required customer savings target for the UK supply chain operation, but with no adverse impact on the levels of service provided to customers across the country.

