

RETTIG




“

Norbert Dentressangle Transport adds value to our business and the part-dedicated, part-network solution has made a significant contribution to our ongoing success in the UK. Our supply chain now matches our daily requirements and enables us to provide our customers with an efficient, cost-effective delivery service.”

David Taylor  
*Production and Supply Chain Manager*



RETTIG ICC (INDOOR CLIMATE COMFORT) BRINGS TOGETHER EUROPE'S LEADING BRANDS FOR RADIATORS, UNDERFLOOR HEATING, VALVES AND CONTROLS. THE COMPANY'S LARGEST DIRECT CUSTOMERS ARE SANITARY AND HEATING WHOLESALERS.

The Rettig UK Distribution Centre is located at Birtley in County Durham, some 10 kilometres from the main UK production facility in Gateshead. The warehouse contains 2,300 circa stock lines. Up to 15 inbound trailers and containers are unloaded every day at Birtley from the UK and mainland Europe. The combined annual volume is 2.4 million radiators per year.

Norbert Dentressangle Transport makes around 1,200 next-day deliveries of some 40,000 radiators and 40,000 heating controls across the UK every week.

# TRANSPORT SERVICES by NORBERT DENTRESSANGLE

## Innovative network solutions



### THE CHALLENGE:

- Rettig's UK delivery solution involved a dedicated supply chain operation, run by a small local haulier. The company found that due to serving the entire UK from the North East utilisation of vehicles was poor, often with vehicles taking 2 days to complete dedicated Southern runs, resulting in unnecessary expenditure during quiet periods and a lack of fleet flexibility at peak times.
- A lack of IT visibility meant the business suffered from poor service levels and wasn't in a position to identify and resolve related problems quickly.
- The lack of an integrated IT/paperwork system raised invoicing and payment problems that impeded cash flow, created administration headaches and had the potential to affect customer service levels and relationships.

### OUR SOLUTION:

- A dedicated fleet of 14 vehicles is based at the Rettig Distribution Centre in Birtley, Durham. Deliveries that can be made economically and sensibly from the depot are made to Scotland and the north of England during the day.
- The same fleet is then used during the night to trunk product into the Norbert Dentressangle network, where deliveries are made into the south of England the following day.
- A contract manager and two Norbert Dentressangle Traffic Planners are based at Birtley to manage the operation.
- Rettig's stock control system integrates into the Norbert Dentressangle Shipment Handling And Reporting Programme (SHARP). This combination provides Rettig and its customers with clear and accurate supply chain visibility.
- Norbert Dentressangle has challenged the customer to improve its operation, by reviewing order cycles. The data enabled Rettig to introduce recommended delivery days into the order system. This gave the company a better idea of its daily picking requirements and enabled it to reduce the need for temporary staff, which, in turn, improved picking accuracy.

### THE BENEFITS:

- The dedicated/network solution gives Rettig the quality of a dedicated solution, allied to the flexibility and cost-effectiveness of a shared-user network. The company has a distribution operation that bends and flexes with its own business – a key element, when the number of delivery points per week can vary between 800 and 1,000, and when seasonality of volume fluctuation is a key part of the cost to serve.
- On-site Norbert Dentressangle staff ensure the smooth running of the Rettig supply chain, allowing the company to focus on its core activity and further growing the business.
- The implementation of the new system has improved the percentage of correct-day deliveries from 95% to 99%.
- The integrated IT solution has improved invoice matching from 80% to over 95% - contributing significantly to a healthy cash flow, slashing administration time and enhancing customer relationships.
- The revised picking regime has resulted in a better utilisation of Rettig warehouse staff and a reduced requirement for temporary workers. This has had a dual benefit – the wage bill has been cut, but not at the expense of picking accuracy, which has improved.



Bringing people closer to their dreams