

SUCCESS STORY

**Miele**

Intelligent delivery logistics

The Miele Group uses INFORM's truck supply control software at six locations, including Gütersloh, Bielefeld and Unicov to organize delivery traffic. SYNCROSUPPLY ensures the smooth handling of up to 100 truck deliveries per day for the world's leading supplier of kitchen and industry gadgets at all three locations.

Miele Group

Miele is the world's leading supplier of premium household appliances for kitchens, laundry and floor care. In addition to this, they produce dishwashers, washing machines and tumble dryers for commercial use, as well as equipment for the preparation of medical instruments and laboratory supplies. Miele's largest sites include the plant at headquarters in Gütersloh as well as the plants in Bielefeld and Unicov (Czech Republic).

www.miele.com



A little rushed, Dirk Jansen enters the reception area of the gate to the Miele plant in Gütersloh. He just drove up with his truck, loaded with components for the production of washing machines. "Hello, I'm delivering lye pumps. I'm sorry it got so late. There was a traffic jam on the way here again," apologizes Dirk Jansen for not being able to keep the scheduled time slot for the delivery. "No problem," Martin Peters reassures him at the desk. With two clicks, he prints out a handout and passes it on to Dirk Jansen with a telephone. "You can drive into the plant in about five minutes. You will receive a corresponding message via telephone. The handout shows exactly where your load has to be transported in the plant." Jansen thanks him and goes back to his truck. After a waiting time of five minutes, he is asked to enter the plant.

A complex challenge

While the situation above sounds like a relaxed process, it comes as a result of a complex logistical challenge due to unplanned delay. Miele AG employs 2,300 people at its headquarters in Gütersloh, where it produces washing machines and tumble dryers, press components, castings and enamelled housing parts for other Miele locations. Up to 75 trucks deliver materials and components daily.

The company has been using INFORM's SYNCROSUPPLY truck supply control system to organize delivery logistics. "The software assists us in organizing the entire material delivery process in such a way that we can handle the trucks at any time and in any situation, with short waiting and processing times and without traffic jams in front of or in the plant," explains Ondřej Pospíšil, process specialist for external logistics and project manager for the introduction of SYNCROSUPPLY at Miele.

Optimized processes

"Since the software implementation, we have been able to reduce demurrage and freight rates. Moreover, all processes in the supply chain, from the forwarding agent to the plant, are transparent for us. Therefore we have decided to use the system at our second largest plant in Bielefeld, at our Czech site in Unicov, and three other locations" Pospíšil continues. In Bielefeld, around 100 trucks deliver material daily for the manufacturing of vacuum cleaners and dishwashers, as well as cleaning and disinfection equipment. The plant in Unicov receives material deliveries from up to 70 trucks daily.

"Thanks to INFORM's software, we can optimize our supply logistic processes at all locations. To do this, the system merges two decisive building blocks into one. We use a time slot management system to plan delivery times transparently. We are always informed which truck delivers which material in which period of time. This enables us to make employees and forklifts available for unloading promptly. In addition, we can react appropriately to unplanned events within the shortest possible time by optimizing truck handling on the day of delivery. In this case, the software calculates a new truck handling plan within seconds," says Pospíšil, explaining Miele's decision to use the INFORM system.

Stress due to manual processing

Before implementing the software, a delay like this would have caused a lot more stress. "We basically carried out the entire supply logistics by hand, only supported by Excel lists," says Pospíšil. "This also worked, but often led to traffic jams as well as long downtimes and throughput times." This was mainly due to insufficient transparency. "Our carriers and suppliers announced their deliveries for a certain day. All we knew was that at some time that day a truck with a certain material would arrive," says Pospíšil. Thus, delivery peaks occurred again and again, because quite often a large number of trucks would suddenly arrive and have to be dispatched at the same time.

"With this type of organization, we were barely able to plan the provision of appropriate resources for truck unloading in advance. We have 20 loading ramps and 8 forklifts at the plant in Gütersloh. During delivery peaks or in the event of late arrivals, our employees had to make many phone calls at the gate in order to find out which truck should drive to which loading ramp and at what time the required personnel including forklifts could be available at this loading point." The increasing number of daily deliveries meant that efficient handling was no longer possible by hand. "The more trucks that arrive every day, the more complex it is to handle them. Even experienced dispatchers are then no longer in a position to consider all boundary conditions at the same time and make the right decision within the shortest possible time, which results in both quick unloading times and the optimum utilization of employees, forklifts and loading ramps. In this case, Miele decided to optimize its supply logistics with the support of a special software system.

» SYNCROSUPPLY helps us to organize the entire material supply process in a way that enables us to handle the trucks with short waiting and throughput times, and without traffic jams in front of or on the plant.

Smooth process

Suppliers and forwarders are connected to the system via a web portal, where they can book a time slot for their delivery. "We can allocate standard time slots with fixed delivery dates for certain forwarders. In addition, we also assign pool time slots. This makes it possible for our suppliers to book a desired period for their delivery," says Pospíšil. If this period is no longer available, the software offers up to five alternatives. The system already considers all the general conditions that influence rapid handling when assigning time slots: When is the freight needed? How many trucks are to be unloaded at each loading ramp? How many trucks can move around the plant at the same time? And how many employees and which resources are available at what time? It plans down to the level of a single loading point and includes its availability, opening and break times. As soon as a truck arrives at the plant, the software uses the time slot allocation to check whether it is on time and determines the optimum throughput sequence. In addition to the planned delivery date, the system always knows the status of all resources and the truck. PCs with SYNCROSUPPLY were installed at the loading ramps. The employees record the start and the end of an unloading operation via an easy-to-use interface. Truck drivers receive a telephone at the gate which informs them when and to which loading ramp they are supposed to drive.



Ondřej Pospíšil,
Process specialist for external logistics
at Miele AG

"Real time optimization is the key factor for us. Despite good planning, we cannot prevent trucks from arriving too early or too late due to unplanned events. In this case, the software calculates a new handling plan facilitating the changes within a few seconds by taking into consideration all parameters such as the utilization of our standing and ramp locations, the status of loading processes or the possible priority of loads. Our employees at the gate can manually intervene in the planning process at any time and override the decisions made by the system at their own discretion," says Pospíšil.

Goals achieved

"We were particularly interested in SYNCROSUPPLY because of its combination of time slot management and real-time optimization. On the one hand, one of our most important goals was to achieve greater transparency in our planning. And on the other hand, we wanted to use efficient processing on the day of delivery to reduce truck downtimes," explains Pospíšil.

Now Miele manages supply logistics along the entire supply chain as an integrated process by using SYNCROSUPPLY. "We are very satisfied with the software. In addition to smoothing delivery peaks, reducing downtimes and providing a continuous online overview of the entire handling process, we are now able to coordinate and analyze the processes in external and internal logistics, and to optimize them with a view to the entire supply chain," says Pospíšil. "This way we can also improve cooperation with our carriers."

Results

- Complete and continuous overview of the entire supply chain
- Interlocking of external and internal logistics processes
- Faster processing and reliable balance of load peaks

If you would like to know more, we look forward to hearing from you:

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