

WAREHOUSE BEST PRACTICE

SPRING 2012

Getting the most from your warehouse or distribution centre

ATLET In the pink and blue at Kiddicare

BITO The right fit for NEXT

BRIGGS Matching Senator's growth

CENTRAL SYSTEMS
Adding value to the 3PL supply chain

COGRI GROUP
Passionate about warehouse flooring

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Dedicated to Best Practice in the warehouse



Welcome to **Warehouse Best Practice** - a unique case-study based publication dedicated, as its title suggests, to logistics and materials handling best practice.

Featuring articles devoted to a single vital aspect of the intralogistics function within the logistics and supply chain space it aims to highlight examples of products and/or services that have brought operational benefits to the warehouse environment.

Of course, members of UKWA – the trade association that represents the interests of almost 700 specialists logistics service providers - undertake an exceptional range of warehousing and added value services - from animal feed storage through bonded warehousing to e-fulfilment. But, regardless of the areas in which they specialise, the Association's members all share a determination to drive up professional standards in the warehousing sector.

To become a member of the Association, all applicants must undergo a rigorous inspection by a UKWA Council official to ensure that they operate to the highest minimum standards in 11 critical areas of warehousing.

Only by demonstrating that it can comply with these standards will a company's membership application be accepted and, to ensure that the highest levels of performance are maintained, UKWA members are expected to participate in an annual operational audit programme.

Launched in 2005, UKWA's ground-breaking audit scheme provides users of third party warehousing services with a guarantee of professional competency.

The Annual Audit – or AA as it is known – was devised by the UKWA's Operations and Safety committee in response to a groundswell of opinion that members should be asked to undertake regular operational audits as part of their conditions of membership.

The Annual Audit is a self-assessment scheme based on UKWA's existing and proven Standards of Warehousing. Member companies undertake the audit themselves and submit their report by a given date every year. Compliance is acknowledged by use of the AA logo.

UKWA members have responded enthusiastically to the AA scheme and the overwhelming majority of members have successfully completed the process.

But, while membership of UKWA is comprised predominantly of third party warehousing and logistics service providers, membership eligibility criteria is no longer restricted to companies operating in the third party logistics and warehousing sectors. This means that retailers, manufacturers and wholesalers are free to join UKWA and compare best warehousing and logistics practice with the leading companies in the logistics field. Furthermore, UKWA also welcomes members from outside the United Kingdom's borders into its membership.

The Association is also open to suppliers to the warehousing and logistics sectors who can join as Associate Members. It is UKWA's firm belief that by maintaining close working relationships with all aspects of the industry, UKWA will maintain its position at the very heart of the logistics industry.

The UK logistics industry is an essential part of the country's economy and plays a pivotal role in domestic and international commerce. With its remit to serve both 3PLs and those companies that operate their own warehousing and transport facilities, UKWA is a powerful voice for the whole industry and its members are dedicated to best practice in the warehouse.

Roger Williams
Chief Executive Officer, UKWA

To learn more about UKWA and its activities visit www.ukwa.org.uk or telephone 0207 836 5522 to request membership details.

How to reduce warehouse costs

UKWA board member, Gwynne Richards, offers some advice on reducing costs in the warehouse

A recent question on Linked-In asked Group members for their top three warehouse cost reduction strategies. There were over seventy replies and I thought it would be good to consolidate them into a top ten list of suggestions. The top ten are as follows based on their popularity.

1. Training
2. Labour Management
3. Process improvement
4. Staff involvement and incentives
5. Warehouse layout
6. Provision of equipment
7. Utilities management
8. Use of technology
9. Damage reduction
10. = Fixed cost negotiation and reduction (Rates, Insurance)
 - = Health and Safety
 - = Use of tools such as 7S, Six Sigma, Kaizen, ABC and Gemba Kanri
 - = Good Housekeeping

As labour is the largest cost area in a non-automated warehouse it is not surprising that the top four suggestions hone in on labour related issues. Training was mentioned regularly within the discussions, both in terms of improving productivity, reducing errors and damage and understanding the importance of health and safety within the warehouse environment.

Labour management followed closely with many suggestions concerning matching labour hours to activity and work flow. This can be achieved by employing both part time and full time staff, supplemented by fully trained agency workers, utilising the concept



of annualised hours and multiskilling the current labour force.

The continuous review of processes also scored highly. The often heard phrase of “we’ve always done it that way” was definitely not part of the vocabulary of those who suggested reviewing warehouse processes regularly, observing staff closely in order to identify bottlenecks and idle time and as a result improve productivity and potentially reduce overall labour cost. Their mantra was more likely to be “record, understand and improve”.

The involvement of the warehouse staff in improving processes and reducing idle time was also seen as being crucial to attaining better productivity rates. Transparency, communication, accountability and incentives were all seen as enablers to achieve improved performance and reduced costs.

Excessive travel time can increase labour costs within the warehouse and therefore the use of slotting techniques to ensure that fast moving items are in the most accessible locations and are close to the shipping area are essential to reducing unnecessary movements.



The efficient layout of a warehouse can be instrumental in reducing travel time, improving space utilisation and reducing accidents. Allied to this is the provision of the most appropriate equipment, at the right cost and maintained to the highest standards.

Equipment downtime or worst still equipment obsolescence can increase costs and adversely affect warehouse operations. With significant increases in energy costs over the past couple of years, companies are now looking closely at their utility bills and trying to find ways of reducing these costs. Large savings can be made by introducing low energy technology to reduce heating and lighting bills. These include:

- Increasing the amount of natural light in a warehouse
- Turning lights off in an unoccupied area
- Replacing existing lights with energy efficient lighting
- Replacing or cleaning roof lights
- The control of space heating systems
- Regular maintenance

Other areas include recycling water and

burning waste to produce energy. At number eight in our list we have the introduction of technology. Within this area I have included Warehouse Management Systems (WMS) and picking technologies such as voice picking and pick by light. There is no point in introducing technology for the sake of it. Companies must calculate the return on investment to ensure that their introduction will save cost over time.

The introduction of a WMS and an associated Labour Management System can, in the right circumstances significantly improve productivity and as a result reduce overall costs. A real time WMS can assist managers with achieving improved picking performance and accuracy, produce effective warehouse layouts and produce productivity reports enabling managers to identify areas for improvement.

Damage within the warehouse can be a large cost area. This includes damage to the fabric of the building, damage to racking and equipment and also product damage. The latter can result in many additional costs and the potential loss of a client if it occurs frequently.

The remaining cost reduction suggestions include improved health and safety within the workplace, better housekeeping, negotiation on fixed costs such as rent and insurance and finally the use of tools such as an ABC analysis to lay out the warehouse and identify the crucial cost saving areas and the use of lean management tools such as Kaizen, 7S, Six Sigma and Gemba Kanri to identify potential waste within the operation.

These thirteen suggestions are much as I expected them to be. The concentration on the people aspect is essential as labour is a significant cost factor within the warehouse.

One area which wasn't put forward was the design of the product packaging, including its size, weight and durability. Get this wrong and this can have a very significant effect on warehouse storage and handling costs. Glen Vincent summed it up brilliantly when he mentioned the importance of the letter P in reducing warehouse costs. His focus is on "People, Products, Packaging, Pallets, Planning, Productivity, Processes and Procedures".

Gwynne Richards is a Director of Apprise Consulting Ltd, a supply chain consultancy and training company. He is also author of 'Warehouse Management – a complete guide to improving efficiency and minimising costs in the modern warehouse' published by Kogan Page.

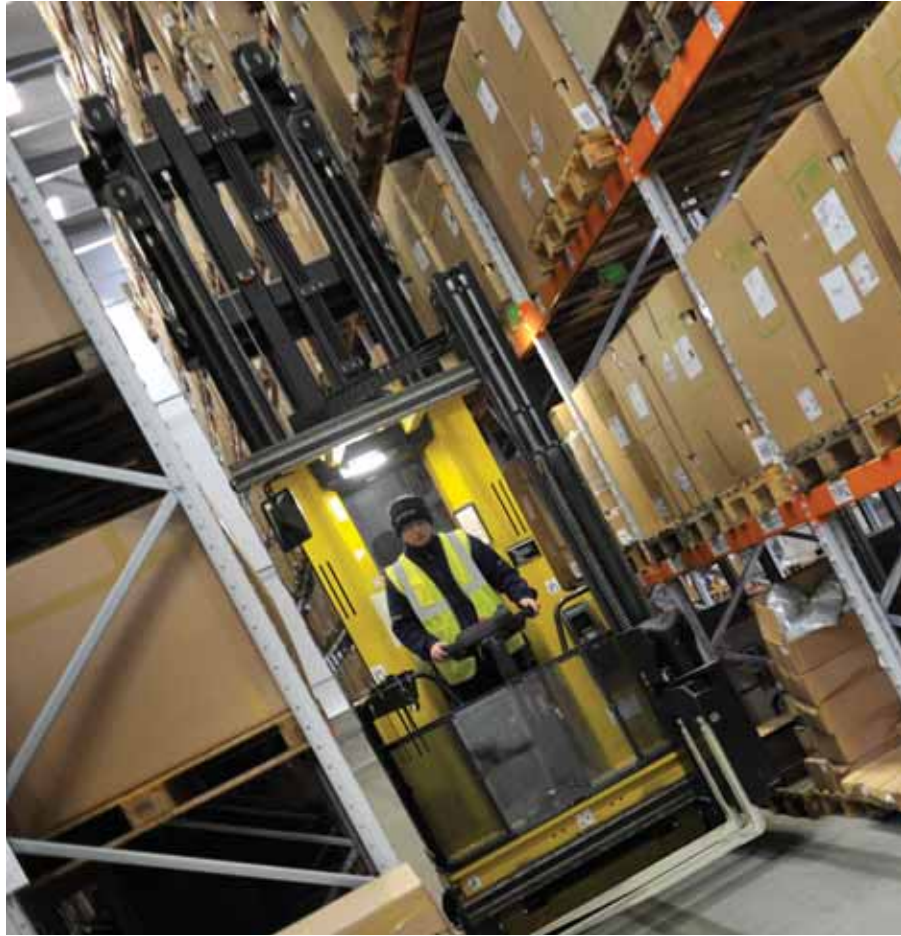
To keep up with demand for its products, furniture manufacturer Senator relies on **Briggs Equipment** to provide materials handling solutions that ensure productivity levels are maintained and improved

Senator growth matched by Briggs' service

Briggs Equipment UK is the national distributor of Yale Europe Materials Handling products in Great Britain, providing a wide range of equipment for a broad customer base. With its headquarters and national support centre in Cannock, Briggs people assist and advise in the delivery of long-term solutions that enable customers to develop more efficient and results driven businesses.

One of these businesses is Senator International, the UK's largest manufacturer of office furniture equipment, which has seen production of tables and desks increase significantly over the past ten years. To keep up with demand for its products, Senator has needed to constantly expand and adapt its Lancashire-based production facilities and throughout a decade of sustained growth it has relied on Briggs to provide materials handling solutions that ensures productivity is maintained and improved.

The latest development at Senator is the opening of a new production and warehouse facility at its existing site at Huncoat, near Accrington. Here the company manufactures



AT A GLANCE

USER: Senator

International

INDUSTRY

SECTOR

SERVED:

Manufacturing

EQUIPMENT

SUPPLIER:

Briggs Equipment

UK

RETURN ON

INVESTMENT:

Productivity

levels improved

at manufacturing

centre

a wide range of office chairs and related products. One of the company's six sites across the UK, the Huncoat plant, has been designed from scratch to provide a more streamlined production process.

Key to the success of the 6,480 sq. m facility has been the introduction of the latest Very Narrow Aisle (VNA) trucks from Yale, supplied by Briggs as part of an on-going supply and maintenance contract.

The MTC man-up turret truck from Yale Europe Materials Handling is technically advanced with simultaneous, independent and proportional hydraulic control. This makes it both fast and smooth to operate, vitally important for operator confidence at height and for increasing picking speed. It can pick at heights of up to 17metres – one of its unique features that is market leading. Additionally, the regenerative braking and lowering help to maximise the period between charging, reducing costs and CO2 emissions whilst maximising productivity.

Mark McDonnell, Senator Stores Manager, explained: "As well as supplying the VNA trucks, Briggs and Yale played an important



The RFID system provides control of the truck at the ends of the aisle, giving the operator greater confidence in operating at a higher speed when in the aisle

built-in safety features. The system we developed also uses RFID tags in the floor coupled with an advanced control system within the trucks. This not only provides more confidence for the operator but also allows more control of operations in the aisles.

The RFID system provides control of the truck at the ends of the aisle, giving the operator greater confidence in operating at a higher speed when in the aisle. At the pick-and-drop end of the aisle, the operator knows the truck will slow and stop in the same place. This allows pallets to be placed or picked more efficiently and increases safety at the end of the aisle. The system also controls the truck at the blind end of the aisle, assisting the operator in keeping the truck away from a firewall, increasing stop clearance when the operator and truck are facing the opposite way along the aisle. Lift height limits are also controlled, per-aisle with the RFID system.

Additional features of the Yale RFID system include the ability to control speed within a specific area of a specific aisle. The floor is extremely good at Senator, but other facilities not so equipped will benefit from targeted speed reductions in problem areas which would reduce the likelihood of damage to the rack, floor or truck. The system slows the speed in the problem area and then allows higher speeds elsewhere, improving productivity and operator confidence. Along the same lines, the system can also be programmed to ensure lift limit heights are set around an obstacle, such as lighting, heating or building structure.

The advanced wire guidance system of the Yale MTC enables large acquisition angles during wire pickup and the operator can even take his hand off the wheel and the truck will guide itself in. As well as saving time and correctly positioning the truck to access an aisle, the system also reduces the risk of damage to racking. The unique antenna and system design of the Yale MTC wire guidance also allows the VNA to run at speeds of 12 Km/h when in-aisle.

Other key benefits of the Yale MTC equip-

role in the development of the facility. Together they spent a lot of time researching and sourcing the best flooring.

For a successful VNA operation, the correct flooring is a critical component if the equipment is to operate safely and efficiently at maximum speeds."

Mark went on to explain how the four new VNA machines are required to move and store around 1,000 pallets every week and service 9,932 pallet locations across the new site. These pallets contain the components and raw materials needed for the manufacture of the company's chair products. Once they have been unloaded, they are moved to the storage section of the facility before being fed onto the on-site production line.

For the operation Briggs came up with a solution that maximised available storage space, which has racking to a height of around 11.4 metres whilst ensuring pallet movements are carried out safely and efficiently.

Tony Worrall, Key Account Manager at Briggs Equipment said "we have supplied Senator with four market-leading Yale MTC trucks that boast a number of significant



“Over the past decade, Briggs has been more than just a supplier, it has been a real partner that understands the needs of our business and tailors its services to meet those requirements”

ABOUT BRIGGS EQUIPMENT

Briggs Equipment UK is the UK's leading independent service provider and materials handling equipment supplier. From a single day hire pallet truck to long term fleet management solutions, Briggs offer equipment and solutions designed to reduce costs and increase productivity

ment includes the ability to operate in aisles as narrow as 1470mm and lift weights of up to 1,500kg to a height of more than 15m.

Mark continued: “The new Yale VNA has been very well received by the operators who appreciate the extra comfort and ease of operation. They have been particularly impressed by the open front design that gives them an unobstructed view of the area they are operating in. Although it is still early days, we are already seeing a significant improvement in terms of efficiency and the whole production process operates productively.”

Whilst the specification, performance and reliability of the VNA trucks have impressed Senator, they were not the sole reason that the company continues to work so closely with Briggs.

Across its six manufacturing and distribution sites, Senator operates a fleet of more than 50 forklift trucks, a fleet that has increased in size alongside the company's growth.

“Briggs has provided the flexibility that we

have needed, expanding their service to us in-line with our own development,” Mark said. “At key stages in our expansion they have provided the most appropriate materials handling solution. More importantly, the after sales service from Briggs has been exceptional. We have our own dedicated engineer who is on hand at all times to deal with any problems at any of our facilities and his knowledge of our business helps to keep things running smoothly.”

Moving forward, the company is now replacing its existing fleet with the very latest Yale equipment.

“Over the past decade, Briggs has been more than just a supplier, it has been a real partner that understands the needs of our business and tailors its services to meet those requirements,” added Mark.

Key to Briggs' on-going success is the strengthening of its partnership with Yale Europe Materials Handling and the implementation of a number of new initiatives. This includes the launch of the Briggs Academy – a training programme designed to help staff reach their full potential in their careers, which is due to be introduced later in the year.

“I strongly believe that the academy initiative is something that is essential for the business to adapt to future needs of our customers,” comments Richard Close, CEO at Briggs Equipment UK Ltd.

For further news and stories on Briggs Equipment please visit www.liftrucknews.net

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Lifetime costs and the quality of truck performance and support convinced baby supplier Kiddicare to pick **Atlet** trucks for its rapidly growing single-site warehousing and retail operations. All the trucks are finished in Kiddicare’s distinctive blue and pink livery

Atlet’s in the pink and blue at Kiddicare



Lifetime costs and the quality of truck performance and support convinced baby supplier Kiddicare to pick Atlet trucks for its rapidly growing single-site warehousing and retail operations. All the trucks are finished in Kiddicare’s distinctive blue and pink livery. Atlet supplied three advanced Forte UHS reach trucks to operate in double-deep racking areas and four Presto PLP pallet transporters configured as mobile picking stations.

“We liked Atlet’s approach,” says Steve Poulter, Kiddicare’s general manager. “They provided the best package in terms of truck performance, life-time costs and support.”

Kiddicare has grown to be the largest privately owned nursery and baby supplier in the UK since it was founded in Peterborough in 1974. The business expanded dramatically following the launch of its successful website and had outgrown its existing facilities. In 2008 Kiddicare consolidated operations into a purpose-built 27,900 sq metre (300,000sq foot) integrated distribution warehouse and retail showroom, a unique concept in the nursery and baby retail sector . The show-

AT A GLANCE

USER: Kiddicare

INDUSTRY

SECTOR

SERVED:

Childrenswear retail

EQUIPMENT

SUPPLIER:

Atlet

RETURN ON INVESTMENT:

Increased stock availability and higher throughput

room is the largest of its type in Europe, covering 5575 sq metres (60,000 sq foot) on three floors and stocking thousands of different lines.

“Our existing warehouse was fragmented and old fashioned with block stacked pallets and no proper use of space,” says Steve Poulter. “Here the aim is to utilise all the available space, have everything under one roof and keep things very simple.”

Every aspect of the operation has been designed from the ground up to support stock availability and high throughputs. Many of Kiddicare’s fastest moving lines are supplied from manufacturers in the UK and overseas in containerised shipments with pallets often holding identical products. Kiddicare recognised that double-deep storage to the full 11m height of the warehouse would allow it to maximise capacity without unduly compromising its ability to access items.

“Double deep is ideal for high volumes of fast moving stock and now we can hold so much more,” says Steve Poulter. “But it’s also very easy to run a pick and pack operation here because of the way we’re organised.”

The company approached a number of warehouse truck manufacturers for advice and recommendations. Atlet proposed three of its advanced Forte UHS reach trucks configured for double deep pallet handling and four Presto PLP stand-on powered pallet transporters.

"We looked at a number of truck manufacturers," says Jo Wright, Kiddicare's partner with responsibility for procurement. "The Atlet trucks looked good and we visited a number of reference sites to get feedback from drivers, who told us they liked them. We saw that the trucks were very reliable and had the facility to work double-deep to the full height in our warehouse. When Atlet told us we could have them in our own colours it showed they took a real interest in our business."

The double-deep section of the warehouse runs along five aisles accommodating 3336 pallet locations. The racking is organised into zones, by supplier, for simplicity. The reach trucks are used for putaway, pull down, replenishment and other handling tasks. One of these is to move isolated and small groups of pallets into spare locations to free up contiguous space along an aisle so that the full contents of an incoming container can be stored together.

"This was a new type of warehouse for us and Atlet provided lots of advice," says Steve Poulter.

The double-deep section occupies the largest proportion of the warehouse. Other sections, known collectively as "the tower", provide 1216 picking points in high density shelving for small packs, live roller-beds for larger items such as prams and pushchairs, and an area at ground level with conventional racking for furniture and other bulky products. A conveyor system runs around the tower's perimeter and transfers orders to a consolidation area where they are prepared for delivery. No single item weighs more than 30kg and everything is designed to ensure Kiddicare can meet its next day delivery targets for any item ordered before 5pm. The company is currently despatching around 1500 orders a day, well up from the 300 that was the norm just a couple of years ago.

Larger items are picked at ground level using one of four Atlet PLP ride-on powered pallet transporters. These have been equipped with a barcode scanner and printer which allows operators to verify and label an item as it is picked before transferring it to

Each of the operators has a designated truck and this encourages them to look after it. They can take full advantage of ergonomic design features to set up the reach truck as they want

the despatch area.

Each of the operators has a designated truck and this encourages them to look after it. They can take full advantage of ergonomic design features to set up the reach truck as they want, for example adjusting the position of the seat, arm support and head rest for comfortable and efficient working. This is an important feature as the trucks are used from 8am to 6.30pm each day. The operators also like the camera mounted on the fork carriage which allows them to see the racking and load on a screen on their consoles when handling pallets at the full height.

"These are fantastic bits of kit and we wouldn't change them," says Steve Poulter. "We like good quality and things to look modern."

Atlet provided operator training. Regular routine maintenance visits by locally-based engineers are complemented by a same-day call-out service. The company provides Kiddicare with regular reports on truck maintenance, reliability and performance.

"We need to keep running but if a truck is down someone will be here within the hour," says Steve Poulter "All-in-all we've had no problems and the trucks have been reliable."

Kiddicare has invested in the equipment, technology and processes to support and drive business growth. Stock control used to be paper-based but is now fully computerised and integrated across the whole business with a resultant improvement in performance. For example, customers in the showroom can order any item from a cash desk or one of the self-service kiosks located in the various areas. They can choose to take items with them or have them delivered to their homes. Either way, the cash desk and kiosks are linked directly to the back office and warehouse systems to ensure a seamless and instantaneous transfer of information. Items selected by customers

ABOUT ATLET

Atlet is one of Europe's leading truck manufacturers and materials handling experts and is committed to improving the profitability of its clients' materials handling operations. The company offers a range of counterbalanced and warehouse trucks which are produced at Atlet's headquarters and production plant outside Gothenburg, Sweden.

12 Warehouse Trucks

to take away are prioritised and picked directly to a special collection zone on the showroom.

Deliveries are designed to work around the needs of mothers with young children. The company currently stocks around 5000 SKUs but expects this to rise to over 6000 in the next year or so as the baby retail sector continues to grow. Kiddicare already achieves near 100 per cent customer satisfaction ratings but is always aiming to improve. Track-and-trace technology enables one hour delivery slots to be offered to customers. The company's systems provide a huge amount of data on internal performance, such as pick rates, fulfilment levels and returns. But it also focuses on information about, and feedback from, customers so that it can target actions where they have the biggest impact.

"We've put in a huge amount of time and investment to take the business forward and we are expanding and volumes are increasing," says Steve Poulter. "We always look to build close relationships with suppliers but we won't tolerate poor performance. Atlet had the answers and solutions to help us grow."
www.atlet.co.uk

New reach trucks combine ergonomic performance and comfort

The new Atlet Tergo range comprises five advanced reach trucks designed to provide the most ergonomic, efficient and productive performance in all types of materials handling operation. The trucks have maximum working loads from 1200 to 2500kg and lift heights up to 12.1m to provide operators with total flexibility and choice across a complete range of applications. The most powerful trucks in the range are designed to stack higher, heavier and faster in the most demanding and intensive 24/7 operations such as retail and food distribution. The smaller and compact models are designed for operations where lighter loads and lower lifting heights are the norm, such as newer and growing businesses, and include the first reach truck from Atlet to offer 1200kg capacity.

Each model is packed with features - such as a mini steer wheel with floating arm rest and a unique, ergonomic patent-pending backrest that can tilt up to 180 to reduce neck and back strain when handling at high levels - designed to make them the most ergonomic and personalised trucks on the market.



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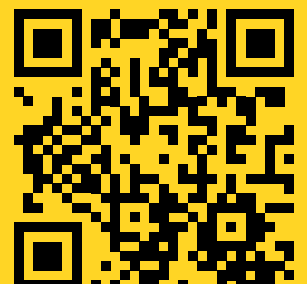
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BITO Storage Solutions

has worked closely with Next Group Plc to design a solution to suit the retailer’s precise needs for picking and packing on a new 210,000 sq ft timber mezzanine

BITO provides Next with precise storage fit



BITO has provided Next Group Plc with a storage solution comprising a range of equipment that significantly improves the retail chain’s order picking options on its recently installed timber mezzanine floor. NEXT erected the 70 m x 300 m mezzanine at its 700,000 sq ft Dearne Valley automated pallet warehouse, near Rotherham, in October 2010 to give 210,000 sq ft of additional space following significant growth of its Home business.

Next had planned that a timber mezzanine could be installed retrospectively following the DC opening in May 2008. The DC is used to distribute the retailer’s Home goods to its network of retail stores as well as its Directory business.

Working closely with Next, BITO developed a racking solution that would work with a fleet of special Automated Guided Vehicles (AGVs) supplied by JBT Corporation to perform pallet movement duties, such as replenishment and extracting empty pallets from the picking positions. Having tendered for the pallet racking scope, BITO subsequently designed the special order picking carts,

AT A GLANCE

USER: Next Group Plc
INDUSTRY SECTOR SERVED: Fashion retail
EQUIPMENT SUPPLIER: Bito Storage Solutions
RETURN ON INVESTMENT: Enhanced order picking flexibility and picking accuracy

which it equipped with detachable steps.

BT’s forkless AGVs are significantly lighter than normal pallet handling AGVs (which would be too heavy to use on a timber mezzanine). Instead of forks, these AGVs have a table that simply raises and lowers, so each vehicle needs to position this table beneath the pallet to pick it up. BITO designed the racking so that pallets rest on ledges running between the uprights. The runners are positioned high enough in the floorless pallet bay to allow the AGV to position its table right inside the bay and beneath the pallet so that the table can raise to lift the pallet up, for the AGV to extract it, or lower to place the pallet down on the runners.

BITO’s pallet racking is configured with a single pallet bay level with shelving above to provide locations for unpalletised ‘returned to stock’ items. Next’s operatives pick orders into BITO’s specially designed pick carts. The detachable ladder, which can be switched from one cart when it is full to the next, allows staff to reach the shelves above the pallet bay. As the cart fills up with orders, staff can raise a netting ‘fence’ around the





“Because BITO manufactures such a broad array of products it has the ability to engineer precise solutions that provide smooth operational flows for customers. Having originally tendered for the racking we were able to offer Next the benefit of our capabilities to engineer a solution not just for the racking but also for the picking carts, shelving and packing tables, all meeting Next’s needs precisely”

top of the cart, which allows more items to be placed into the cart without the risk of them falling out. Separate carts are used for collecting waste plastic and cardboard and are located in a pallet bay at the end of the aisle.

BITO worked on the idea of making the ladders removable because Next wanted to be able to leave a trolley, which is effectively the size of a pallet, to be picked up and moved by the AGV as if it were a pallet. The pick trolley features spring loaded cart wheels, so as the AGV picks up the trolley, the wheels will flick into line to stop them moving and prevent them catching as the AGV departs. BITO worked with NEXT to devise a design that met all requirements.

The solution involved a lot of engineering and BITO excelled in both understanding the

requirements and then devising engineered solutions to suit. Next was looking for specific solutions for the project and BITO invested time in building various prototype trolleys.

BITO also supplied Next with equipment for 24 packaging locations. These are formed from galvanised shelving, which provides pigeon holes to place items for building customer orders, surrounding 2.2 x 1.2 m packing tables. Each table is equipped with waste bins, pull-out drawers, a computer shelf and a monitor stand - everything that is needed to pack efficiently.

Commenting on the installation, BITO’s MD Edward Hutchison says: “Because BITO manufactures such a broad array of products it has the ability to engineer precise solutions that provide smooth operational flows for customers. Having originally tendered for the racking we were able to offer Next the benefit of our capabilities to engineer a solution not just for the racking but also for the picking carts, shelving and packing tables, all meeting Next’s needs precisely.”

www.bito.co.uk

ABOUT BITO STORAGE SOLUTIONS

With its head office and main production facilities in Germany, BITO is an internationally operating manufacturer of storage and order picking systems. The company’s product range includes shelving and racking; storage and order picking systems; bins and containers and warehouse equipment and accessories.

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The complete service from the CoGri Group

www.cogrigrp.com

CoGri Group

Dene House
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Huddersfield
United Kingdom
HD8 0RW



COGRIGROUP

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Website: www.cogrigrp.com

The **CoGri Group** is passionate about warehouse flooring

Warehouse flooring specialists

The CoGri Group global consortium is passionate about warehouse flooring. They understand the principles behind a good quality floor whether it concerns new floors, floor repairs or floor upgrades. They have a wealth of experience, knowledge and expertise which complement their understanding of the modern warehouse operation to provide the best solution that meets clients' individual needs.

The CoGri Group was first established in 1989 as a small manual floor grinding company, operating single-headed, trolley-mounted grinding machines. In the early 1990s, Mr. Dare invented the patented Laser Grinder® to provide a better system of grinding floors superflat in operational warehouse aisles, with minimum disruption to on-going warehouse operation. At the same time, his interest in floor flatness also led him to invest in the development of the FACE Digital Equipment, used to measure floor profiles.

Today, the CoGri Group has grown from its humble beginning to a multinational organisation, with representation worldwide operating from their main offices in the United Kingdom, United Arab Emirates (UAE), Singapore, South Korea, China, Australia as well as working with partners and agents across all continents. In Asia, the CoGri Group is one of the leading floor contractors operating in the region and has a large share of the specialist industrial floor construction market. To provide clients at home and overseas with access to the best concrete flooring technology, a fleet of Laser Grinders, a family of FACE Digital floor flatness measuring devices and numerous advanced floor construction equipment including Laser Screed floor construction machines are strategically stationed all over the world, with a recent addition of a Laser Screed permanently based in the UAE.

In their quest for flawless floors, the Group continues to innovate and constantly develop their flooring technology and systems to allow them to meet the demands of the industry. They have recently announced the launch of the next generation laser guided concrete floor grinding machine, the Laser Grinder® XPT and the FACE All-in-one Profileograph, both of which are guaranteed to achieve all international defined movement floor flatness specifications. Their proactive approach to innovation, determination and commitment means that they have been able to maintain the integrity of their position as world leaders in their field.

www.cogrigrp.com



Concrete Grinding Ltd recently unveiled the Laser Grinder® XPT

Cutting edge technology

Concrete Grinding Ltd is delighted to announce the launch of their new Laser Grinder® XPT, the next generation concrete floor grinding technology.

In today's fast paced world, customers can purchase items with a click of a mouse and select same day delivery. This means that warehouse operators are under pressure to perform at optimum efficiency 24/7 which leaves little room for error or downtime. As MHE and warehouse technology becomes more sophisticated to cope with faster delivery and meet expectations, the demand for flatter floors has also grown.

The Laser Grinder® XPT- 'Xtra Precision Technology', has been developed to provide clients with a flatter floor than ever before. As with its predecessor, the Laser Grinder® XPT is suitable for operation in a live warehouse environment, offering little or no disruption to ongoing warehouse activities. Its ULTRAFLAT floor grinding feature is amongst some of the Laser Grinder® XPT new innovations which include:-

- Curve computer control - allows minimal depth of grinding
- Reduced emissions which meets the latest Euro 5 standard
- Lower noise levels < 80 DBA
- Enhanced operator control system
- Guaranteed to achieve all international defined movement specifications; TR34 & TR34 Appendix C, ACI Fmin, DIN 15185, EN 15620 and VDMA



The new Laser Grinder® XPT has been under development and testing for over two years with plans for its first operation in March.

The original Laser Grinder® was first invented in the early 1990's to accommodate the growing demand for an efficient and clean method of grinding concrete floors without disrupting the client's ongoing warehouse operation.

Concrete Grinding Ltd, a subsidiary of the global consortium, the CoGri Group, has been successfully upgrading new and existing VNA/narrow aisle using the Laser Grinder® for over 20 years.

Since then a fleet of 15 Laser Grinders® have been built and are operating globally with a permanent base at Concrete Grinding Ltd's Head Office in the UK, Mainland Europe, Middle East, Singapore, Korea, China, and Australia.

With its strong R&D department, Concrete Grinding Ltd continues to develop the Laser Grinder® where the system gets fine tuned and upgraded each time it returns to Head Office for maintenance and servicing.

As experts and pioneers in their industry, Concrete Grinding Ltd is confident that the Laser Grinder® XPT is a class above the rest of the technology in existence today and it is the future of precision concrete flooring grinding in narrow aisles warehouses.

www.concrete-grinding.com



Making the World
a **Flatter**
Place...



Have you
got a
Flooring
problem...

Concrete Grinding Limited are specialists in the enhancement of floor flatness, particularly in narrow aisles and have developed the Laser Grinder®, the Worlds most advanced laser-guided grinding system. The Laser Grinder® enables aisles on new and existing floors to be upgraded to the flatness standards required to operate VNA forklift trucks safely and at their optimum efficiency. Used in new and operational warehouses. It is clean, quick and very effective, while offering little disruption to the ongoing warehouse activities.

Then call in the
specialists

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Concrete Grinding Ltd.

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 Website: www.face-consultants.com

A new series of corporate videos raise awareness of **Face Consultants Ltd's** flooring services

FACE on film

Leading global warehouse flooring consultants, Face Consultants Ltd (FACE) has completed a range of corporate videos to raise awareness and provide a greater understanding of its services.

Photography and filming took place at various locations in the UK. These productions, combined with footage taken at FACE HQ in Huddersfield, West Yorkshire, were used to create short video clips 'About FACE' and its floor testing services which include Abrasion Resistance Testing, Slip Resistance Testing, Free Movement Survey, Defined Movement Survey and Screed Testing.

Abrasion resistance is an important performance requirement in warehouses and industrial floors. Floors can be exposed to aggressive abrasions from trucks and hence it is important that they are able to resist wear on a daily basis. Tests are carried out using their purpose designed and built equipment which conforms to the requirements of BS EN 13892-4: 2002. The depth of wear is used to assess the quality of the floor and classifies the floor in accordance with BS 8204 – 2:2003.

Slip Resistance Testing is carried out to assess the floors slip potential in a workplace and public areas using the pendulum test method. Floors can be tested in-situ or flooring materials can be tested in our laboratory. The slip resistance test that FACE offers uses the latest in pendulum technology to measure floors against relevant slip resistance standards and guides.



Free movement surveys can be conducted where Materials Handling Equipment (MHE) have an infinite number of travel paths. Free movement surveys are carried out to test if a floor meets appropriate flatness standards including property 1, 2 and 4. Having a floor that meets free movement specification will ultimately result in a more efficient operation as MHE can move faster and more smoothly over the surface.

Floors in very narrow aisle (VNA) racking systems have MHE that runs in defined and fixed paths between the racking. The higher the racking, the flatter the floor needs to be. The floors are measured with the FACE Digital Profileographs with slightly differing configurations. FACE can successfully report on a floor's compliance to floor specifications based on the findings of their Defined Movement Surveys.

There are a range of Screed Tests available to ensure a warehouse floor is suitable for operation and / or floor covering application. Humidity screed testing can be carried out to determine if the screed is dry enough for resistant floor coverings. Pull Off Testing can also be conducted to test the bond strength of a substrate. Included in FACE range of screed testing services is Drop Testing, also known as BRE Screed Testing which is used to test that the performance of the screed is sound for service.

FACE hopes the videos will highlight the benefits of the services available, have a positive impact on visitors' experience and increase visitors' engagement.

FACE plans to build on its range of short films in the coming months and will be posting these on their website.

www.face-consultants.com

CG Flooring Systems have recently completed a substantial joint repair project at a warehouse in Milton Keynes

Specialist approach to joint repairs

CG Flooring Systems have recently completed a substantial joint repair project at a warehouse in Milton Keynes for the Building and Property Consultancy Paragon LLP. Paragon LLP were acting as the project manager on behalf of LaSalle Investment Management and the warehouse occupier, an international high quality tyre company, and invited CG Flooring Systems to submit a proposal for the repair works.

The repairs were required on two expansion joints, each of 70 metres in length running the entire width of the warehouse, mainly in Free Movement (FM) Areas including a 35 metre section through the Very Narrow Aisle (VNA) Area of the warehouse. The repair method carried out on both joints by a previous tenant had failed exhibiting signs of poor concrete compaction around the metal angles, excessive signs of premature wear and degradation once subjected to operational traffic from the customers Material Handling Equipment (MHE). After a period of consultation between Paragon LLP and CG Flooring, agreement was reached on an appropriate repair detail and a programme to execute the repair works.

With the emphasis on ensuring the joint repair works could proceed with minimum impact to the customers ongoing operations, the repairs were to take place over 4 phases treating half the length of each joint at a time. Based on good engineering practice the new repair detail involved cutting back to sound concrete within the existing floor effectively forming a channel. The old and damaged concrete was cut into blocks, which in turn were lifted out and removed for disposal. This method of removal ensured a virtually dust free process without the need for erecting structures to prevent dust from contaminating warehouse stock. The newly formed clean arris edges to the concrete slabs then had holes drilled into them at regular intervals, into which dowel bars were resin fixed in order to provide a load transfer mechanism to prevent differential vertical movement at the joint, which can be caused by the movement of MHE across the joint. Consolidation of the sub-base, application of a physical damp proof membrane and a layer of reinforcement mesh completed the preparation works. An early strength, micro-silica concrete was then poured into the channel which received a power floated finish.

The project demanded a considered and measured approach in order to deliver the high standard of repair required, within an acceptable time frame. Each phase was completed over one working week and this could only be achieved by adopting a dynamic approach with clear communication paths and undoubtedly, an understanding warehouse occupier. The appointment of a specialist industrial flooring contractor whose knowledge and understanding of not only concrete floors, but experience of warehouse operations to work in tandem with a thoroughly professional Project Management services and clear communication by Paragon LLP, demonstrate in no small way the benefits of what can be achieved by using specialist Project Managers on challenging projects.

www.cg-flooring.com



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The switch to a fleet of three **Jungheinrich** reach trucks has enabled the Bristol Port Company to improve efficiency at a port centric facility operated on behalf of a leading wines and spirits importer

Passing the Port test

The Port of Bristol is Britain's most centrally located deep sea port. With an estimated 42 million people living within a 250 km radius of the facility and the Midlands and London both within easy reach, it is recognised as one of the most economical port distribution locations in the UK.

Plenty of major retailers and suppliers to the retail sector have chosen to establish national distribution centres near to the Port and one of the latest is leading wines and spirits importer Matthew Clark who recently moved into an 8,500 square metre storage unit within the Royal Portbury Dock – part of the dock estate.

The facility is operated on Matthew Clark's behalf by the Bristol Port Company and offers over 10,000 pallet locations.

While there is some block stacking at the site, the majority of the pallets are stored within pallet racking served by a fleet of three Jungheinrich reach trucks.

The reach trucks - Jungheinrich ETV 320 models with a 2-tonne capacity - were purchased outright by the Bristol Port Company.

A significant influence on the Bristol Port Company's decision to specify models from the Jungheinrich range was the fact that the trucks feature Jungheinrich's patented mast dampening system.

When working at height, truck masts sway and, for obvious safety reasons, truck operators have to wait for the swaying to stop before attempting to deliver the pallet into the racking. Jungheinrich's mast damping system minimises elevated fork (laden or unladen) swaying time.

The pallet racking within Matthew Clark's facility has been designed to maximize space available within the apex of the roof and, at its highest point, offers six beam levels. This means that the trucks lift to heights of over 11.5 metres and it was calculated that the Jungheinrich damping system saved 14 seconds per lift when compared to alternative makes of reach truck.



New engine and electric counterbalanced models

Jungheinrich have announced the launch of new additions to their ranges of ic-engine and electric-powered counterbalanced forklift trucks.

Both the electric and engine trucks have been designed to offer the highest standards of energy efficiency, throughput performance and operator comfort.

VFG Series 5s

The ic-engine model – the VFG Series 5s – is available in both diesel and LP Gas options.

The trucks are powered by a Volkswagen engine and have a capacity of up to 5.00 tonnes.

Like other trucks in the Jungheinrich range of ic-engine counterbalance forklifts, the VFG Series 5s features hydrostatic drive technology.

Compared with the traditional ‘torque converter’ type of transmission system used in counterbalanced trucks, hydrostatic drive technology has fewer mechanical components and, as a result, requires less routine maintenance. The technology is also easy to work on.

The hydrostatic drive technology ensures low exhaust emissions. The Jungheinrich VFG Series 5s’s emissions

are the lowest in their class and well below the limit required by the new EU IIIB legislation that is due to come into effect from 2013 and will see the legal limit for exhaust soot particles reduced by 95 per cent.

Noise and vibration levels are also minimal.

When it comes to fuel efficiency, independent tests have demonstrated that hydrostatic trucks consume 2 litres of diesel or 2kg of gas less per hour than torque converter driven alternative.

The VFG Series 5s offers high levels of productivity. The engine speed automatically increases during the lifting process and all mast functions, truck acceleration and braking and changes of direction are smooth and precise.

To further enhance handling performance and to maximize energy saving, five different operating programmes allow the driver to set the truck’s performance characteristics to match the load and the operating environment.

“We believe that with its combination of low energy consumption and operating costs and ultra low exhaust

Continued on page 24

The Bristol Port Company’s Paul Osborne, who manages the Matthew Clark site, was also impressed by the trucks’ state of the art AC technology which, importantly, ensures that running costs are kept to a minimum.

The trucks’ regenerative braking and regenerative mast lowering features reduce energy usage – and therefore truck running costs – significantly by reclaiming excess energy and using it to charge the battery every time operators brake or lower the forks.

Around 25 per cent of the energy needed during a typical shift is reclaimed in this way – meaning every fourth lift is energy free.

Some 4000 line items are stored at Matthew Clark’s Bristol facility. Incoming lorries are unloaded using a combination of pallet trucks and counterbalance machines and pallets are checked and allocated a position within the racking by Matthew Clarke’s warehouse management system before being put away by the reach trucks.

Because of the expensive and fragile nature of the loads and the heights to which they are lifted within the storage unit, each of the reach trucks is fitted with a fork-mounted

“We undertook numerous visits to reference sites before concluding that our client’s needs were best met by the Jungheinrich trucks. We also involved our drivers in the decision and they were impressed by the comfort that the trucks offer”

camera system, height selectors and centralised side sift to ensure that pallet put-away and retrieval is as fast, efficient and safe as possible.

“We undertook numerous visits to reference sites before concluding that our client’s needs were best met by the Jungheinrich trucks,” reflects Paul Osborne.

“We also involved our drivers in the decision and they were impressed by the trucks handling and the comfortable working environment that they offer.”

The trucks were supplied with a red paint finish to meet The Bristol Port Company’s corporate requirements.

www.jungheinrich.co.uk

AT A GLANCE

USER: Bristol Port Company

INDUSTRY SECTOR SERVED:

Logistics Services

EQUIPMENT SUPPLIER:

Jungheinrich UK Ltd

ROI: Greater space utilisation and faster throughput speeds

emissions, the VFG Series 5s sets a new benchmark in ic-engine counterbalance truck design,” says Craig Johnson, marketing manager of Jungheinrich UK Ltd.

He adds: “Not only is the truck the cleanest in its class, the hydrostatic technology requires between 20 and 30 per cent less fuel compared to the market average. This means less environmental impact and higher productivity.”

EFG 425-430

Jungheinrich’s new electric counterbalanced truck – the EFG Series 4 – has a load capacity of up to 3.00 tonnes. The new model is available with a choice of chassis lengths – including a short chassis version that reduces the truck’s turning circle.

Like other electric-powered trucks in the Jungheinrich range of materials handling equipment, the EFG 425-430 models feature fourth generation AC technology.

Highly environmentally friendly, Jungheinrich’s latest AC technology gives trucks an exceptional efficiency ratio and constantly low energy consumption. In fact, tests have shown that the new EFG Series 4 trucks are 10 per cent more energy efficient than the models they replace.

The low energy costs are further reduced through energy reclamation during braking, so that a battery change in most applications over two shifts is no longer necessary.

Fourth generation technology also offers productivity benefits as it enables trucks to accelerate far more quickly than less advanced systems – enabling more loads to be moved per shift.

When it comes to battery changing, a new device allows the battery to be removed easily, quickly and safely. The SnapFit adaptor is a mechanism fitted to a standard pallet truck that locks in to the underside of a 48 or 80 Volt battery effortlessly. The self guided SnapFit battery changing device reduces the time it takes to

secure and remove a battery when it is due for recharging considerably.

For the truck operator, the new EFG Series 4 features a number of design ideas that allow the operator to adjust his working position to maximize comfort. The truck’s slim steering column, intuitive seat and seat mounted armrest also improve the operator’s sense of well being and therefore stay fatigue free over the course of a shift .

The cab itself is spacious with an open and uncluttered floor area and, when it comes to forward visibility, the EFG Series 4’s mast is 50mm wider than the model it replaces while the truck’s overhead safety guard offers a virtually completely unobstructed view.

A number of safety features have also been introduced to the new Series 4 as standard. For example, the trucks all feature Jungheinrich’s Curve Control which automatically reduces the truck’s drive speed as it enters a corner by monitoring the truck’s speed, wheel position and steering angle.

At the heart of the Curve Control system is a continuously working sensing unit that monitors the truck’s steering angle. Simply stated, the system quickly and effectively reduces the drive speed when an excessive steering angle is sensed. Jungheinrich claim that trucks fitted with Curve Control offer

market leading stability



ABOUT JUNGHEINRICH UK LTD
 Jungheinrich UK Ltd offers Pallet Trucks, Stackers, Counterbalance and Reach Trucks, Order Pickers, VNA and Stacker Cranes in more than 600 variants. As well as this, the company provides an extensive Aftersales Support Network, Rental and Financial Services, Racking Systems and Warehouse Planning.



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JUNGHEINRICH
Machines. Ideas. Solutions.

Autostore from **Central Systems and Automation** is allowing **Great Bear** to offer a proven 3PL model that delivers a level of supply chain value and performance that's difficult to match

Adding 3PL value to the supply chain

In just 15 years, Great Bear has become a significant player in the UK Logistics market. Managing over 3 million square feet of warehousing, 23 distribution centres, 150 vehicles and 1,200 people, Great Bear today turns over more than £85 million. Blending the best of entrepreneurial innovation and the customer focus of the smaller organisation with the scope and reach of a corporate, Great Bear runs a true multi-site, multi-client 3PL operation for a range of clients in the grocery, manufacturing and retail markets that include household names like Sainsbury's, Mars, Umbro, Unilever and Michelin.

With logistics solutions in the ambient, multi-user and chilled sectors, Great Bear also provides its customers with a range of shared resources, services and facilities. The primary focus of these operations is full load traffic, using both dedicated resources and regional partners to deliver rate per load traffic nationally – and includes value added re-working services.

Technology infrastructure is critically important to Great Bear, underpinning its



AT A GLANCE

USER: Great Bear

INDUSTRY SECTOR SERVED:

Logistics services

EQUIPMENT SUPPLIER:

Central Systems & Automation

RETURN ON INVESTMENT:

Lower operating costs and greater client flexibility

ability to deliver a fast, accurate, flexible and highly cost-efficient service. At the heart of that infrastructure is Autostore, one of Europe's leading enterprise warehouse management and control solutions. Developed by supply chain software specialists Central Systems & Automation, Autostore is Great Bear's key to delivering future-proofed value and high performance supply chain management for its customers.

Great Bear and Central Systems & Automation combine to offer a package of credibility, performance, functionality and price that has helped put Great Bear on a performance par with larger 3PLs. The relationship proves how complementary businesses can work together to add a level of value in tough trading conditions that strike a profound chord with the market.

Tuning the 3PL model for tough times

Today, customers are seeking lower inventory with higher throughput at a lower operating cost – coupled with the ability to consolidate and scale their supply chain operations for



changes in demand and future growth. Outsourced 3PL supply chain management has two key focus points – asset management and information management. It's the software technology that innovative 3PLs like Great Bear are using to drive integrated and expanded service offerings that increase revenues and drive exceptional value – and this is where the Autostore enterprise WMS software solution comes in.

The flexibility to handle ebbs and flows in demand across sites and multiple customers in real time is critical: it removes inbound/outbound delays, costly customisation as well as tricky integration and higher systems maintenance costs. The supply chain is a clear source of competitive advantage and Great Bear's clients view the company as a natural extension of their core operations, able to place a constant downward pressure on costs while being able to respond instantly to changes in market demand for product. Great Bear now uses Autostore to deliver this fingertip flexibility across several of its distribution centres for blue-chip clients like Cadburys, Premier Foods and Mars.

The RFID system provides control of the truck at the ends of the aisle, giving the operator greater confidence in operating at a higher speed when in the aisle

Embedding best practice at the Desborough DC

Great Bear's newest distribution centre at Desborough in Northamptonshire is a textbook example of 21st century supply chain management that's as flexible as it is efficient. Built in 2007 and completed inside 12 months, the green-field Desborough Distribution Centre (DDC) covers 475,000 sq ft of storage space with 70,000 pallet positions in four chambers - plus 58 loading bays with four level access doors and four automated vehicle off load bays. DDC comprises four main chambers – with 35,000 pallets in the temperature managed chamber; 8,000 pallets over 1,200 pick faces in the high volume case pick zone; 5,000 pallets in the chill chamber; and 22,000 pallets in the normalised ambient chamber. DDC has helped one Great Bear client to consolidate its multiple format UK supply chain operations from three sites to two.

On peak days, DDC will handle around 3,400 pallets inbound and 4,000 outbound, comprising 105,000 case picks across 300 orders and up to 275 vehicles. Autostore is networked across the site, co-ordinating and scheduling all stock movements in real-time.

It communicates with all mechanical handling equipment (MHE) across radio frequency (RF) terminals and the RF system carries the data for receipt of goods, pallet storage and retrieval, marshalling, loading, case picking, rework and added value services and yard management data. Radio data terminals (RDT) give Great Bear's users complete freedom around DDC and means that more pallets can be handled faster and more accurately at least cost. Because Autostore works in real time, it gives Great Bear instant and full visibility and control over every item of stock held: where it has come from, where it is located and when and where it is going.

The benefits of standardisation

Mark Roberts is Great Bear's General Manager, Business Development: "The systems, hardware and software are an integral part of how we designed Desborough. We

take a factory-style approach that is always to look forward and keep the flow of goods moving: we pick ahead and pre-assemble. Autostore is already a proven solution for us - prioritising and managing daily workflows at several sites and across multiple clients. This level of strategic standardisation gives us the operational flexibility we need plus the predictability and performance we need to be able to deliver reliability and efficiency for our clients. It's a trust thing: not only does Autostore fit us well, there's a strong cultural fit between our two organisations that has evolved into a true business partnership.

"A major benefit of this standardisation is the simple integration between Autostore and our clients' enterprise resource planning (ERP) systems. No two Great Bear clients are the same and the fundamental key to delivering an effective supply chain solution is clarity and timeliness of the mission-critical information - and the ability to act on it quickly and without error," he added.

Standardisation on a single, multi-site WMS makes clear practical sense. But why Autostore? Andrew McKaig is commercial director at Central Systems & Automation: "Perhaps the most important single consideration is confidence in the system you choose. It has to work from the off and deliver not only against the specification but be robust enough to handle the unexpected too. Autostore has been proven over many years and in many organisations to deliver exactly that level of power and reliability - right across the automated, manual and mixed warehouse spectrum.

"Whether operators are in the warehouse or making decisions in the boardroom, Autostore's flexible and fast reporting capabilities mean that everyone gets the information they need in the format they want, when they want it. There's no time-consuming double keying of data, just a simultaneous, real-time picture of what's happening - and what's required," he added.

Taking a balanced approach

From a technical perspective, Great Bear's embracing of leading-edge and standardised IT infrastructure at DDC and other sites means it can precisely match client demands without costly integration issues. Pallet and goods processing is faster, enabling Great Bear to make Desborough work closer to its capacity limits without compromising per-



formance or the need for physical expansion. Plus, the centralised control of data ensures that network bandwidth is optimised, making for a leaner and more efficient technology backbone.

It's no surprise that the shared benefits and shared objectives that drive Great Bear and Central Systems & Automation have struck a chord with some of the UK best known brands. Using a 'light touch' supply chain management model that's nimble, flexible and effective, Great Bear today offers integrated, technology-driven solutions that combine the gravitas of a major player without losing sight of the company's entrepreneurial, customer-focused roots.

Rick Geall is Great Bear's Operations Director for the South of England: "Our extensive investment in technology doesn't lock us into purely automated warehousing and supply chain management solutions. At Desborough we run a mixed range of people and technology-led processes that offer a balanced approach for least cost today and flexibility tomorrow. It cuts inventory holdings, increases throughput and delivers real value to our clients. As a custodian to our clients' brands, our ability to manage and handle their stock to exceptional levels of accuracy allows them to focus on their core competencies - knowing that when they call on their stock, it will be there, in the right condition and in the right quantities.

"Our IT systems - and Autostore in particular - provide us with a high level of sophistication but without the complexity that often means a high total cost of ownership. At a time when efficiency and profitability have never been more important to our clients and UK businesses as a whole, we can offer a proven 3PL model that delivers a level of value, performance and edge in the supply chain that's difficult to match by our competitors," finished Geall.



ABOUT CENTRAL SYSTEMS & AUTOMATION

Founded in 1988, Central Systems & Automation Ltd is one of Europe's leading software development and integration companies for the inter-modal and logistics industries. The company has a wide network of partners throughout the EU and Middle East

ALL THE CONTROL YOU NEED IN ONE WAREHOUSE MANAGEMENT SYSTEM

Autostore is a single, state-of-the-art warehouse management solution developed specifically for the supply chain and logistics industries. It enables you to manage all types and all sizes of goods into and out of your distribution centres or warehouses – whether they are automated, manual or mixed. With Autostore, your goods will be in the right place, with the right people, in the right quantity at the right time – every time.

Integrating seamlessly with your existing or legacy systems, it delivers secure, precise and flexible warehouse management – from pick to pallet, from marshalling yard to boardroom. Autostore is proven internationally and across the UK to enhance productivity, efficiency and most importantly, profitability.

**AUTOMATION | PICKING | MARSHALLING | STORAGE | JIT | DELIVERY | WEB-ENABLED
MANAGEMENT | ACCURACY | CONNECTIVITY | SECURITY | PROFITABILITY**

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Autostore
Warehouse Management System

Hörmans are ideally placed to deliver the best solutions for all loading bay requirements.

Loading Bays



As a true one-stop-shop for loading bays and industrial doors, Hörmann are ideally placed to deliver the best solutions for all loading bay requirements. From doors to traffic control systems, Hörmann has the products and flexibility to meet the specific demands of any logistics operator. With integration at the core of the development process, dock levellers, door shelters, and ancillary equipment work together seamlessly, helping improve both efficiency and safety.

With pressure on for supply chains to deliver savings and efficiencies, good loading bay design can deliver both. For Hörmann good planning is the key. By considering future use, as well as current need, site geography and consistency with other sites, Hörmann are able to maximise both safety and operational efficiency.

For example, the first consideration when planning loading bays is the type and size of vehicles likely to be operated. For the Royal Mail this is a particular challenge due to the large variety of vehicle types they need to accept. When designed, the loading bays at Swan Valley distribution centre in Northampton both the current fleet and potential vehicle developments were considered. To help manage his diversity Hörmann manufactured non-standard heavy duty dock levellers and bespoke dock shelters.

Once the type of vehicles operated is accounted for, site geography then plays its part with the direction of vehicle movements, turning space and site safety all important factors. For the Co-operative at Newhouse angled loading bays were recommended, for the ambient section, to maximise

available space.

When a basic layout is confirmed, then the attention focusses on specific needs of the operation. For Teva Pharmaceuticals, being able to dock their trucks without opening the rear doors was a key requirement. Hörmann installed the DOBO system that was originally designed for cold chain operations. The system allows a vehicle to dock on the bay before the inflatable dock seals surround the vehicle. When sealed the loading bay door is opened and the truck doors can be unlocked and opened into the recess designed behind the door.

The rising cost of fuel and attention to environmental impact has made thermal efficiency a key feature, particularly for new builds. For Asda, Hörmann introduced high speed spiral doors or the level access bays at their Didcot distribution centre. These doors replace the traditional two door solution of a high speed curtain door for daytime use, with a sectional outer door for night-time security. External consultants working for Asda estimated the energy cost savings achieved with this solution would pay for the doors within two years.

As energy efficiency continues to be a major factor, options previously developed for cold storage operations are now being applied to ambient warehouses. The expertise that Hörmann has gained in working with cold store specialists, ISD Cold Stores, on specific solutions is keeping the company at the fore front of new developments.

Whatever your requirement Hörmann has the knowledge, expertise and products to produce the right solutions to meet operational and budgetary constraints.



Modern logistics with intelligent docking systems

Complete solutions for more efficiency



Flexible high-speed doors
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Intelligent solutions are called for wherever smooth work processes are needed. With Hörmann, you can find everything you need from a single source: dock levellers, dock shelters, loading houses and industrial doors. All are perfectly adapted to each other, providing you with the right system for any situation.



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Lockwell + Eco Projects lighting systems deliver enough energy to boil over 4 million cups of tea each year at Johnson Tiles alone

Lockwell + Eco Projects have implemented energy efficiency lighting projects at Midlands based tile manufacturer, Johnson Tiles, which are saving enough energy to boil over 4 million cups of tea every year? An initial project within the Very Narrow Aisle warehouse, is being followed by office, production and other warehouse areas. The combined projects are delivering around 1,010,000 kWh per annum.

Last year leading electrical distributors and wholesalers, Lockwell, joined forces with manufacturers of advanced energy efficient lighting products; Premium Lighting Solutions (PLS) and Altoeco, under their Eco Projects alliance, to deliver a turn-key solution to face the challenges of reducing warehouse, industrial and commercial energy costs.

With the rising costs associated with lighting, warehouse owners and managers are increasingly turning their attention towards the most effective methods of reducing their energy consumption.

Current estimates suggest that lighting within a warehouse environment accounts for in excess of 70% of the total energy usage. With average savings in this area ranging from 60-80%, talk of energy-saving lighting cannot be ignored.

The Lockwell + Eco Projects partnership not only delivers savings and improvements in the warehouse, but also in offices, flood lighting and other areas.

"Anyone can sell lighting but what I liked was the fact that with Eco Projects you get the whole package – products, delivery, installation, warranty and an entire knowledgeable team"

Jason Bridges, Engineering Buyer, Johnson Tiles



Saving energy is not enough

In the lighting marketplace where there are many potential purchasing options, it is not good enough to select a product based purely on its energy-saving merits. The starting point for any retro-fit solution must be the provision of the right lighting level, lighting quality and potential maintenance costs. It is no good to save half the energy, if light levels are also halved, or the existing shadowing is replicated. Conventional light fittings have inherent problems, which are not necessarily addressed by some solutions being implemented within industrial and warehousing facilities.

"The entire process of purchasing, delivering and installing our new lighting was easy and efficient. The health and safety and general environment was great and the installations team were professional and tidy. I'm really happy with the final product and highly recommend this lighting range to other companies"

Mike Keen - Engineering Manager



Eurocell plc has established an enviable reputation for its precision extrusion capabilities and PVC-U product innovations. The company operates from a pur-

pose-built 80,000 sq. ft extrusion and tool-making facility, with more than 260,000 sq. ft of stockholding capacity, employing around 1,000 people nationwide.

An intensive audit of the production facility's current lighting by Lockwell & Eco Projects highlighted some key areas for energy efficiency savings when compared to the out-dated inefficient luminaires. Not only was the quality of light very poor, but the maintenance costs were mounting as lamp failures occurred on a regular basis.

Since our installation of 60 intelligent luminaires in the production facility, light levels have improved dramatically; energy usage and electricity costs have more than halved and CO2 savings go a long way to meeting group policy targets, as well as ISO 14001:2004 accreditation commitments.

A perfect partnership

It takes time to identify where energy is being lost, to assess the increasingly high numbers of alternatives, to calculate the potential savings of one fitting over another – A challenge Lockwell Technical Director, Mark Bailey understands all too well,

"We understand that it is not a lack of will, but time and a lack of specialist knowledge in this area that leads to delays. Our aim is to provide clients with a simple solution which takes their need from the initial auditing stages right through to handling any ongoing support and maintenance following installation."

The partnership between Lockwell and Eco Projects brings together the abilities of both companies to provide:

- Initial energy audits
- Identifying tax savings
- Detailing Carbon Trust or Pay-As-You-Save Lease opportunities including assisting applications
- Bespoke lighting designs
- Full data logging services
- Project management at a local level
- Installation, Method Statements and Risk Assessments
- Ongoing support of the solution
- Local contacts with 22 Lockwell branches throughout the UK

In short, the Lockwell & Eco Projects team provides a complete solution from start to finish. The cost of delaying a project is more than you might think, so get in touch with our team today to see how we can help your project become a reality. Call 0845 272 5265 or email info@eco-projects.net

"The time involved in identifying and implementing energy saving solutions is often a major factor in warehouse managers failing to move forward with cost saving alternatives"

ecoprojects

LOCKWELL
PROJECTS DIVISION

Each year, the United Kingdom Warehousing Association recognises Best Practice in the third party logistics sector at a prestigious Awards ceremony at London's Dorchester Hotel

Recognising excellence in the logistics industry

The United Kingdom Warehousing Association (UKWA) recognises Best Practice in the third party logistics (3PL) sector at its Annual Awards for Warehousing ceremony.

Held at London's Dorchester Hotel, the UKWA Awards for Warehousing Luncheon is firmly established as one of the most popular occasions in the 3PL calendar and is rightly regarded as an excellent networking opportunity. Last year, nearly 500 UKWA members and their guests attended the event.

This year, the Awards ceremony - which is sponsored by **Jungheinrich UK** - takes place on Wednesday 4th July and a total of nine awards will be presented. They are:

- **Customer Service Award**

Awarded to a 3PL provider that can demonstrate high levels of customer insight and a customer focused culture;

- **Training Award**

This award - which can be awarded to an individual, organisation or jointly to both - is given for training achievement;

- **Best New Warehouse Member**

A corporate award given to the company showing the highest professional standards of warehousing on joining UKWA;

- **Warehouse Manager of the Year Award**

Presented to a warehouse or distribution centre manager who shows excellent personal



and professional qualities which are reflected in an efficient operation, optimum warehouse productivity, and a highly motivated and flexible team;

- **Team of the Year**

This award goes to a company or depot that is able to demonstrate an outstanding team effort in their warehousing operations that has resulted, or will result, in greater productivity and/or increased profit.;

- **Technology/Innovations Award**

Presented to a supplier of a product or service that shows a bold and innovative response to the ever-changing logistics and supply chain market place;

- **Young Employee of the Year**

New for 2012, this Award is open to any employee under the age of 25. The winner will be an excellent role model who has already produced encouraging results that indicate a bright future;

- **Environment Award**

The UKWA Environment Award is given to the company that demonstrates the most significant and successful application of 'green' processes, procedures or monitoring during the year;

- **Chairman's Award**



The Chairman's Award is, as its name suggests, awarded by UKWA's Chairman to an individual or company who has made a real and lasting contribution to the warehousing industry.

Winners of last year's Awards included **Expect Distribution** who collected the Team Of The Year and the Customer Service awards.

Operations Director Neil Rushworth was understandably delighted with his company's success: "I was particularly pleased to win the Customer Service Award as I believe that it demonstrated our commitment to our customers," he said.

"It was a fantastic achievement to be recognised as the best in the UK, but to do it in two categories was unbelievable. Winning the Awards gave everyone in the company a tremendous boost."

Toyota Tsusho UK Ltd won the keenly contested Best New UK Member Award in 2011. The company joined UKWA in 2010 and inspector Richard Davies was duly impressed with the extensive range of services the company offers from its purpose built facility at Castle Donnington.

"Winning the Award was marvellous," commented Toyota Tsusho's logistics manager, Richard Frisby. "The day after the

Awards lunch, we got all the team together and gave everyone a pat on the back. It had a tremendously positive motivational effect."

Another double award winner in 2011 was **Century Logistics**. The company's Paul Wilson collected the Warehouse Manager of the Year Award while Century team supervisor Des Bailey was announced as the Employee of the Year.

"Winning the two Awards helped raise our profile in the sector considerably," said the company's MD Stephen Basey-Fisher.

"The Awards lunch itself is always an excellent day. We make a point of entertaining clients at the event and it is a great opportunity to show them our industry at its very best."

Meanwhile, **Eddis Transport** beat off tough competition to win the Environmental Award in recognition for their on-going carbon reduction programmes.

"The award illustrated our on-going commitment to reducing our carbon footprint and impact on the environment," said tNigel Cook, MD of Eddis.

Nigel Cook added: "It was a tremendous honour to win a national award and the prestige that comes with an UKWA Award allowed us to send out some very positive messages about our business and the way we operate."

UKWA chief executive officer, Roger Williams, comments: "UKWA's Awards are established as symbols of achievement in the 3PL sector and emphasise the importance of logistics within today's economy. The high number and quality of the entries we received underlines the professionalism that runs through the modern logistics industry."

ABOVE: Last year's UKWA Awards winners gather on stage at The Dorchester

Prices and booking details

Last year nearly 500 UKWA members and their guests attended the Awards for Warehousing Luncheon. If you'd like to join them in celebrating the achievements of others in the industry a table of 12 can be reserved for £1090.00 plus VAT while individual places can be booked at £99.00 plus VAT.

The event commences at 12 noon with a Gala Reception in the Opal Suite followed by a 3-course luncheon. The day's events finish between 3.45 and 4.00pm and the dress code is lounge suits. Tickets can be bought by cheque or credit card. Please contact Jacque Corderoy on (tel) 0207 836 5522 for further details.



Need Legal Advice?

UKWA members have access to a FREE legal advice helpline

UKWA's Honorary Legal Advisers - Aaron & Partners LLP - are happy to discuss a wide range of business related legal issues from contract disputes to exercising a lien

Call 01244 405577 for a free consultation



For further details of this and other UKWA member services, please contact **Michael Davison on (tel) 0207 836 5522**