



DRIVING AFTER MARKET SUPPORT

Maintaining a leading position in a demanding market calls for high emphasis on aftermarket sales and support. We have worked with our client, a world leader in diesel engines and generators, for over 8 years perfecting the entire SCM process for them.

A world's leading engineering brand in manufacturing and marketing of diesel engines and generators started to experience high volumes of spare parts. The company offers ASS to the engines and generators they sell. In order to support its large customer base, the client wanted a radical improvement of their spares management processes.



Industry Sector

Engineering/
Machines

Issue Analysis

- A demanding After Market department
- Managing support to more than 5000 spare parts across
- 3000 SKUs to be distributed to 100+ dealers all over India
- Maintaining inventory levels sufficient to serve the engines sold

Solution

- Implemented a planning process for inventory management
- Stringent screening process of spares through entire process from picking to final packing of spares
- Efficient distribution and transportation management
- State-of-the-art storage facilities enabling efficient service delivery

Benefits

- Reduced Cycle time
- Inventory Accuracy - 99.5% +
- Reduction in warehouse space by 40%
- Reduced Claims and shipment errors reduced
- Improved and higher visibility
- Order processing efficiency 100% in 10 hours



THE CHALLENGE



THE SOLUTION



THE RESULTS

THE CHALLENGE

The priority was to reduce inventory levels and cycle time. It was also important to replace the warehouse and distribution system with one that offers consistent system-wide procedures, reduced expenses, improved customer response and higher visibility in the markets where client operates. It was a formidable task to handle.

THE SOLUTION

We responded by deputing a team of logistics professionals. The project was divided in two phases: first focused on operational deployment and the second on implementing processes.

Our team evaluated the necessary facilities and developed state-of-the-art storage facilities with adequate infrastructure, material handling equipment and storage systems. Inventory turn rates were reduced and transit times realigned, resulting in reduced overall expenses and capital investment. Implementation of the business processes brought greater consistency and tighter control to client's service parts logistics network.

THE RESULTS

The meticulous planning and development of suitable facilities had itself brought a direct benefit of reduction of warehouse space by nearly 40%, naturally resulting in initial cost savings.

Implementation of the business processes brought greater consistency and tighter control to client's service parts logistics network. It also helped reduce the order processing time to 10 hours from 24 hours, increase in inventory accuracy to more than 99.5% resulting into substantial benefit for the client.

“We are proud of our association with such a reputed business house and getting the opportunity to demonstrate our ability to transform a supply chain to enhance efficiency and competitiveness.”