

LogiX at George Fischer Pipes

- Higher customer service supported by LogiX



George Fischer, Coventry, are specialists in the manufacture, supply and delivery of plastic pipes to hundreds of customers across the United Kingdom, such as the major gas and water utilities, architects and scientific laboratories. They are part of the Fischer group, founded in Switzerland over 150 years ago, with operations in all European countries. The original business was in iron and steel pipes and fittings, and has now developed into new high performance plastic pipes.



Customer service has always been a priority to George Fischer, and as part of that service they have always offered a dedicated delivery service with their own fleet of Volvo trucks. Many years ago they utilized an early vehicle scheduling program to assist with the load planning. In 1998 they began to look for a replacement system, as the old one was no longer supported. Jeff Malkin, Logistics Director and an IT team looked at all the vehicle schedulers available and after careful evaluation chose PlanLogiX from DPS International.

Sales orders are taken and recorded on their Sage Tetra Chameleon 2000 computer system. These orders can vary from a tiny fitting to 6-meter lengths of pipe (up to 12" in diameter) and more recently complex pre-assembled coiled

pipe runs for new buildings. These orders are delivered on a 'just-in-time' basis to their distributors or direct to site. This eliminates damage and delay, and is where the careful load planning pays dividends.

The Transport staff downloads all the shippable orders from Chameleon into PlanLogiX at about 1630, and then plans out the vehicle loads for dispatch the following day. The occasional urgent late order can also be added in later if needed. PlanLogiX calculates the load space available, the driver's hours and road speeds whilst allowing for booking times or special instructions. These loads are then uploaded to Chameleon to generate the picking lists for the warehouse. The vehicles are then loaded at night, and then the drivers set off early the next morning, often on two or three day trips.

Transport Manager Tom Woodward says "Since we have been using LogiX we have been able to increase our delivery frequency to our customers without using any more vehicles, so giving a better level of service." Fischer have also made use of the detailed MS Access reports provided within LogiX to customize one to suit their exact needs. Finally they upload the planned delivery schedule to the company Intranet, so that anyone can see the due arrival time. There are also plans to publish these details on the Internet so that customers can check the progress of their order themselves.

George Fischer has in parallel invested in the DynaFleet 2.0 vehicle satellite tracking system offered by Volvo Trucks. This allows the office to compare the routes planned with the drivers' actual performance, and so to notify customers of any potential delays. In the last few months Tom and his team have been capturing the actual driver performance and feeding it back to fine-tune the PlanLogiX settings, giving even more accuracy for their customers.

For further information, contact DPS:

Tel: +46-31-28 56 80

email: dpss@dpss.se

Internet: www.dps-int.com