

the orange way of finding logistics solutions

A total shipping solution

*FCI Austria outsources its whole
dispatch process to GW Salzburg.*

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FCI Austria GmbH is a manufacturer of synthetic injection parts for the automotive industry. The company's headquarters are in France. The company has branches in 30 countries altogether and 15,000 employees worldwide. In Austria itself, FCI is based at Mattighofen near Salzburg where the annual turnover generated by the 400 employees adds up to around 10 million euros. Due to its limited resources in terms of space, FCI considered outsourcing. In order to focus on its core objectives, the logistic area was to be used for production, with dispatch logistics being allocated to a service provider. A basic customer requirement here was that the provider would work with their own IT system (MFGPRO).



Logistic solutions for FCI Austria GmbH

The initial situation

GW Salzburg received an invitation from this manufacturer of synthetic injection parts in April 2007 to put in a bid. The offer was made in May 2007 following a thorough check of the requirements and intense discussions with FCI. The requisite capacities comprised between 1,000 and 1,200 spaces for pallets in high-bay storage, room for 900 lower shelves and an additional 800sqm for dispatch handling and as a placing area for collectors.

In September, the solution was entered into a specification sheet following renegotiations during the previous month. The first 15 % of the total volume was dispatched via the GW warehouse in Rif in October. From November 2007, the entire dispatch process was controlled via Rif. After the relocation of the Rif warehouse in November 2008, all dispatch handling was done in Bergheim.

The solution

FCI is a supplier for the automotive industry and produces in 3-shift operations (Monday – Saturday) and some production lines on Sundays and public holidays as well.

A GW semi trailer is permanently stationed at FCI. Every day 2–3 journeys take place between the FCI production site at Mattighofen and the GW logistics centre. The double-decker trailers transport between 100 and 150 pallets per day. The entire process chain is displayed on FCI's IT system and managed by GW: Upon shipping of the pallets at FCI, they are booked into a transit warehouse. After their arrival at GW, the pallets are booked in at the warehouse and are available for shipping from this moment on. GW picks the goods, prints shipping and forwarder labels and generates the delivery notes and invoices. Notification is sent to the forwarders within 24 hours: Goods picked and packed before 12.00 pm are available for shipping on the following day from 11.00 am. The daily shipping volume is between 2,000 and 3,000 boxes (KartonKLT). The average warehouse rotation is 2 weeks. Within this total solution, GW also undertakes customs clearing for export.



Advantages for the customer

- > **Focus on core objectives**
Through outsourcing the entire shipping process to GW, the customer has made additional room for production and can now focus on their core objectives.
- > **Accuracy and commitment**
Close cooperation with the customer and very precise arrangements between the customer and GW made the definition of detailed processes and the foundation of a structured implementation possible in advance.
- > **Transparency and internal software solution**
All processes are created on the FCI system after awarding the shipment handling side to Gebrüder Weiss. This guarantees uninterrupted transparency of the processes and enables permanent call-up of the order statuses.
- > **Partnership on the basis of mutual trust**
This total shipment solution results in particular close collaboration with the logistics provider. The exact accomplishment of the plans shared between customer and provider has achieved very good results and hence created trust on both sides.

Lessons learned

Quality acquires new customers.

- > In the course of the bidding process GW invited the customer to have a look at the logistics solution for another customer (an automotive supplier as well) on site in Rif. During this visit, GW managed to demonstrate both its high level of expertise and quality of implementation.

An open feedback policy accelerates the implementation of new processes during the implementation phase.

- > There are many adaptations necessary at the beginning, until the particular steps of a solution are linked together in a way that processes can operate as planned. The open dialogue between FCI and GW made this possible, in a speedy and uncomplicated fashion.

Overland Transport 

Competence 

Air & Sea 

IT Solutions 

Logistics Solutions 

Parcel Service 

Warehousing 

*FTL, storage,
order picking*

