

„You request. We deliver“:

With SLS optimally positioned for the future

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High quality standards are set by Siempelkamp Logistics & Service GmbH (SLS) to meet its customers' requests for spare parts. Supported by SLS, plant owners need not worry about future challenges.



SLS location in Bad Kreuznach,
Germany

“You request. We deliver”. Four words describing the highest standards of performance have become Siempelkamp Logistics & Service GmbH's policy: the customer has expectations, SLS has the solutions. Easier said. The complexity hiding behind this idea requires an adequate infrastructure in a globalised market as well as smooth processes, intelligent logistics, motivated employees and an above-average idea of how good service should look like.

Availability, internationality, digitalisation: the features of the SLS standard

Speedy provision and supply: That is the main premise of spare parts business and a daily challenge on the spare parts specialists working for SLS. As many as 20,000 different spare parts are enquired every year by SLS customers. 20,000 parts for some 1800 plants installed in the wood-based material industry and other branches using presses for metal forming, fibre-cement board-, laminate- and rubber-products production. These plants are composed of hundreds of thousands of individual elements and installed all over the world. The oldest plants still in operation have been sold in the 60s of the past century.



Besides, the spare parts requirement is constantly changing. About half of the 20,000 parts enquired this year does not correspond to the requirements of the previous year. Nonetheless, these 50% must be handled as quickly by SLS as the customary requests, no matter whether a washer is required or a hot platen. Even though some parts still have to be identified or manufactured according to original drawings, a speedy support is usually necessary.

Unlike spare part retailers or external suppliers, SLS checks the specifications of the requested articles and compares them with the parts originally and actually installed in the plant. SLS is perfectly capable of acting this way because it has all the original delivery lists and drawings on hand most of them even at the touch of a button. Unless enquiry and plant BOM coincide, SLS will contact the customer for clarification on whether the part enquired shall really be delivered or whether it has just been a mistake. Expensive and time-consuming erroneous deliveries are therefore a matter of the past.



20,000

number of spare parts requested by SLS customers per year

Always complying with this high standard – not an easy task to accomplish. But a task successfully dealt with every day by SLS. To this end, the company employs a multi-track strategy.

Milestones for SLS: the new Service & Logistics Centre

The most evident – because conspicuous over a long distance – measure taken is the Service and Logistics Centre completed this year at the Bad Kreuznach site. The new building capacities enable SLS to uphold availability and a speedy delivery of spare parts. The reason is that considerably more standard spare parts are in stock. Our demand: to serve as many customer orders from our stock within one day as possible and to deliver the spare parts to the customer as quickly as possible.

This is supported by the short logistics chain, as our Centre is close to the motorway and Frankfurt/M International Airport. In combination with the certificate “Known Consignor” which has also been awarded to the new hall in Bad Kreuznach, the spare parts are forwarded to their destination on the quickest possible route – without being held by additional external checks. Another optimisation is being elaborated by SLS in the form of a 24/7 availability, which is due to be integrated into the existing processes in the near future. This

process chain will allow the plant owners to reduce their own stock capacities.

The IT, too, has a share in the overall SLS strategy: spare parts supplied more than three times within a period of 24 months will be classified “standard”. Modern IT-infrastructure enables an automatic identification and storage of these spare parts. The stock is therefore continuously adjusted to the real customers’ requirements. In addition, the customers may opt to have SLS stock those spare parts, which have to be replaced less frequently and which are therefore not classified “standard parts”.

As Managing Director Stefan Wissing put it on completion of the new hall, “The new logistics hall is of enormous importance for our customers, who are benefitting from our enhanced portfolio and efficiency, which renders another advantage that we gladly pass on to our customers: the larger storage capacity enables SLS to utilise efficient purchasing strategies to the best possible extent. That means, standard spare parts are available at reasonable prices. Moreover, the customers can purchase complete product groups from SLS and reduce the number of their sub-suppliers, which gives them a significant advantage over their global competitors.”



SLS warehouse:
enormous capacities



Commissioning products for worldwide shipping



Global After-Sales Service: SLS is where its customers are

To satisfy their customers' demands optimally, SLS Spare-parts Sales cooperates with Siempekamp representatives and affiliates all over the world. There is always a contact available at the customer's site, while at the same time local circumstances and requirements are taken account of. The advantages are obvious: direct communication, individual support, faster logistics operations.

The service specialist also acts proactively: SLS offers customised spare-parts packages to provide direct help in case of component failures.

Subsequently, SLS service technicians keep optimising the plants in the course of their entire service lives. Customised counselling also ensures planning safety. Which parts are installed in the respective plant? Which parts are subject to major stress due to the specific

use? Which parts should be kept in stock? These are questions answered by the SLS sales person in the course of inspections of the respective plant. The plant owner can take for granted: higher plant uptime and lower costs.

On the company's agenda: continuous optimisation of its own performance

Using Siempekamp Logistics & Service means that plant owners can help ensure actively safe production and high uptimes. There are



Thomas Dahmen and Stefan Wissing, Managing Directors of SLS

many ways to achieve this with interlinked business processes forming the basis: they include, for example, the uploading of agreed spare parts lists containing the current delivery times from SLS direct into the customer-operated ERP-system.

The interlinking with the customer's processes represents an important module in SLS strategies towards future processes. In the

not too distant future, plant owners and SLS will design their purchasing and delivery processes automatically, requiring only few employees on the customers side.

Starting today to shape the future

SLS offers a continuously increasing spectrum of services to plant operators, who may use this to invest in their companies' future – for instance starting this year the professional

24/7 remote service. The market specifies the requirements, the schedule and the realisation will be SLS' responsibility.

"Here we underline our demand 'Driven by perfection'. That is what we want to achieve. We want to be in the position to promise our customers, 'Yes, consider it done perfectly.' We will have to work hard to live up to this policy. For nothing is perfect. This will be a never-ending process", as Stefan Wissing puts it in a nutshell.



Cargo safety assurance – thanks to close proximity of SLS to the international hub of Frankfurt Airport

Global after-sales-service, Siempelkamp technician



SLS: Powerful presence at LIGNA 2017