



# DB Schenker Keeps BMW DC Humming!

Like high performance automobiles, distribution centres (DCs) that are well-tuned and running smoothly also win awards. BMW's Regional Parts DC (PDC) in Whitby, Ontario **recently won a Bronze medal from BMW's Global Headquarters in Germany (BMW AG) based on its low error rate, high stock accuracy, delivery frequency, productivity and overall cost of operations.**

DB Schenker in Canada has been operating the warehouse for BMW since 2005 and this is the second year in a row that it has garnered accolades among BMW's 39 regional DCs around the world. In 2007, it was the only DC in all of the Americas to be so honoured.

DB Schenker was brought in to assume the operation and support BMW initiatives for improving the supply of parts to retailers east of Manitoba, the 180,000 sq. ft facility in Whitby also acts as a back up parts source for DB Schenker's Satellite PDC located in Vancouver; which supplies parts west of Manitoba for retailers. BMW charged DB Schenker with improving the delivery process, increasing productivity and improving discrepancy and damage ratios.

"DB Schenker has a proven track record of providing efficient and accurate distribution services for BMW Group Canada and our retailers," said Rob Van Shaik, National Manager, Parts, BMW Group Canada. "We are very pleased with their commitment to continuous improvement and are proud of the improvements we have achieved with them as our distribution partner."

In conjunction with BMW Group Canada's after-sales staff, DB Schenker went to work on a number of new processes, adjusting staff shift assignments and schedules; initiating quality checking processes; supporting the use of re-usable and returnable shipping cages; and revising the receiving process for emergency parts.

The result is a stock accuracy of 99.7% and a year-over-year productivity improvement of 25.4%. Discrepancy rates went down 67% (errors per thousand lines shipped) and DB Schenker reduced emergency delivery times coming from Germany to some retailers by one full day. The company also increased emergency delivery to Canadian retailers from two to three times per day.

The paperless DC takes advantage of a high rise racking system, three-level small parts mezzanine, leading edge horizontal carousels, and radio frequency handheld scanners.

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