Spare Parts Logistics  Making every single part count.

KUEHNE+NAGEL
The contract logistics partner you can count on worldwide

As one of the world’s leading contract logistics providers, Kuehne + Nagel offers a global network, cutting-edge technology and committed teams of experts who develop solutions to give your business a competitive advantage.

A single, small spare part can create major challenges – and availability is critical to completing schedules. Supply chains and customer demands are more and more complex. Cut-off times and product lifecycles are shorter. And with rising product variance and changing classification of parts, companies are finding it tougher to coordinate supply chains to satisfy end consumers. Speed, flexibility and accuracy are of the essence.

With such specific demands placed on suppliers, dealers, manufacturers and end customers, we make it our business to fully understand your operations. Our strategic approach is based on becoming an extension of your business, so that we can anticipate your requirements and respond rapidly as well as accurately to volatile market conditions.

Our contract logistics engineers design integrated solutions covering all aspects of spare parts fulfilment – from planning supply chains and developing warehousing and distribution solutions to inventory management and customer service. We are constantly optimising these processes to respond more rapidly to customers’ needs and ensure that the right parts are delivered in time to the right place.

SPARE PARTS LOGISTICS
Tailored parts and aftermarket contract logistics solutions that let you take advantage of standardised or customer-specific warehousing operations – as well as stock, inventory and reverse-logistics management.

- End-to-end visibility for more control within the supply chain
- Consistent communication and ongoing collaboration with customers to ensure successful strategic alignment
- Tailored solutions for different aftermarket segments – passenger cars, commercial and agricultural vehicles, and powered two-wheelers
- Conception, design and implementation of multi-level, central-hub or central-buffer logistics models
Expertise and resources for the reassurance you need

Kuehne + Nagel is your reliable spare parts logistics management partner delivering the value-added, flexible solutions you need that adapt to your business in a service-oriented market.

We have a deep understanding of global aftermarket supply chains gained from our extensive industry experience and strive for constant operational excellence to meet your quality standards. We listen carefully to your individual challenges and build customised solutions based on proven lean practices – while always looking for ways to improve customer satisfaction.

WAREHOUSING OPERATIONS AND MANAGEMENT
Multi-client/dedicated warehouse solutions with manual or automated storage methods, tailored picking and packing services, serial number tracking, KPI reporting, and cross-docking processes for bonded, and non-bonded warehouses.

VALUE-ADDED SERVICES
Extending value by providing kit building, assemblies, special promotional packaging and labelling, as well as quality and technical inspections, call-out services, and on-site support.

STOCK & INVENTORY MANAGEMENT
The planning and balancing of stock levels and specific SKUs according to market demand and customer service level agreements (SLAs) for all spare parts logistics hub concepts. We also provide real-time visibility of all order categories.

REVERSE MANAGEMENT
Activities include all returns-related processes for specified items, quality control, sorting, repackaging of returns and certified scrapping/recycling processes. We also manage requests and customer non-conformities.

DISTRIBUTION CONCEPTS
Daily transport optimisation (consolidation, routing and timing) based on required procedures for all distribution concepts and reverse transportation.

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SOLUTIONS THAT DELIVER OPERATIONAL EXCELLENCE AND CUSTOMER SATISFACTION
Kuehne + Nagel Spare Parts Logistics supports industry best practices across all major industries and business sectors where aftermarket actions are required. Working collaboratively with clients, we provide expert analysis, planning and solutions to your challenges, building a lean environment to ensure continuous improvement and success. We are a global service provider with local presence and knowledge of local business issues, which enable us to support your aftermarket supply-chain performance for different hub concepts – around the world.
SPARE PARTS LOGISTICS AT A GLANCE

- Integrated global contract logistics services, including all aspects of logistics planning, control and implementation
- Scalable standard components: warehousing operations and management, spares service centres, stock and inventory management, distribution concepts, and reverse management
- Value-added services such as promotional packaging, quality and technical inspections, service centre activities, and fulfilment of various customer requirements
- Standardised process and controls to ensure consistency of best-in-class service performance
- Accurate management and processing of all necessary import and export documentation, licenses and customs clearance procedures to ensure total compliance with international and local regulations
- Optimising and balancing stock levels for all spare parts hubs as well as general inventory management
- Customised pick & pack strategies, 24/7 availability and real-time visibility for increased customer satisfaction

SPARE PARTS LOGISTICS BENEFITS INCLUDE

- Maximised levels of service for your supply chain with our committed teams of logistics engineers in our global network
- Immediate availability and seamless exchange of information, as well as enhanced visibility thanks to a powerful, standardised information system
- Lower inventory levels, increased efficiency, flexibility and predictability for vendors and end customers through better supply chain planning
- Reduced production downtimes via adaptable processes ensuring that the right parts are delivered to the right place at the right time
- Minimised risks thanks to our global performance excellence and lean management/continuous improvement structure