

Broadening Service as Performance for Sky Shines



Industry Sector

Home Entertainment, Media

Issue

Support nationwide field-based engineers and direct to home services

Solution

Existing and new product services, through distribution run by Unipart Technology Logistics

Benefits

Increased performance and throughput, ability to add new services quickly and efficiently.



Seeking a major impact on performance in a short space of time, Sky teamed up with Unipart Technology Logistics to provide support for 850 engineers throughout the

country and provide home service to customers.

Originally distributing items and spares for engineers' in-home installations, repairs and upgrades, the performance has so impressed Euan Smith, Supply Chain

Director for Sky, that many extra services have since been added. "We have really benefited from the Unipart Logistics 'can do' approach. It is rare in business to find a partner whose approach to every problem or opportunity is to find a win-win solution."

The number of engineers supported through the Rugby distribution centre has now almost doubled, with direct deliveries including unattended drops. The range of products handled has also been increased; Sky HD equipment is now also being managed within the portfolio.

Direct-to-consumer services have been added and now account for around a quarter of throughput, including accessories, broadband routers and Sky radio. Unipart Logistics has also added reverse logistics, engineer van kitting and workwear distribution. Other added value services have included bespoke product re-kitting, such as adding updated CD installation disks into customer broadband orders.

There are now three streams for goods in, which come from a variety of sources including the UK, Europe and China. Items are bar coded and put away under the

"It is rare in business to find a partner whose approach to every problem or opportunity is to find a win-win solution."



UNIPART
LOGISTICS



direction of the WMS. Yet it is outbound picking and despatch which is the main focus for the site.

Engineer orders for equipment, tools and consumables are received via Sky's ERP system, which integrates with the WMS, so that items are picked and marshalled for nextday, pre 07:30 delivery.



Even more urgent orders can be picked and despatched within minutes if required. The site also handles Vendor Managed Inventory (VMI) for key suppliers of some products.

Returns are part of the daily operations, including replacements and items for repair. These have to be tracked throughout the process as in some cases the exact same item has to be shipped back to the customer. Items are checked and handled rapidly, including shipping to one of Sky's repair centres if required.

The operation has benefited from the approach and tools of the Unipart Way, which has improved performance in a number of areas. As an example, the

layout of the returns management area has been transformed by warehouse staff themselves and performance and capacity increased as a result.

New services have also been added efficiently and rapidly. As Euan Smith observes, the Unipart Way is much more than a set of tools, rather it

is "an overall culture which really delivers professionalism."

As an extension of the collaboration, Sky is now using elements of the Unipart Way in the development and roll-out of their own 6 Sigma and problem solving programmes. "Unipart Logistics have been very helpful and assisted us in the

development of our own continuous improvement approach within Sky," adds Smith.

The close partnership is continuing to deliver results, as Smith comments.

"We have every confidence in Unipart to quickly take on new operations. They have responded superbly and hit every deadline."

"We have every confidence in Unipart to quickly take on new operations."

For more information contact:

Sue Pryce
Head of Marketing
Unipart Consumer Logistics
Unipart House
Cowley
Oxford
OX4 2PG
+44 (0)1865 383362

or visit our web site:

www.unipartlogistics.com

UNIPART
LOGISTICS

