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## TOP FASHION RETAILER

Identifies internal loading pods as best defence against weather



A leading Scottish ladies fashion retailer is fitting sara LBS loading pods, complete with retractable shelters, internally to the loading bays of the new distribution warehouse it has acquired to accommodate its continuing expansion.

The retailer sells ladies' fashions, footwear and accessories through outlets across the UK and, increasingly, overseas. This network is growing, as is the company's on-line sales. As the business grows, its directors have been investing in increased warehouse

capacity and improved logistics facilities to make sure that it's able to keep up with orders.

When the company moved into the new facilities it soon became apparent that during spells of cold weather the warehouse temperature quickly dropped. This created an uncomfortable working environment and resulted in increased heating costs.

The retailer invited sara LBS's Area Sales Manager, Guy Windle, to offer suggestions on how to improve the facility. Assessing the situation, Guy

suggested that an internal dock loading pod in each bay may be the best option.

Sara LBS dock loading pods (or loading houses) are self-supporting enclosures which house a complete loading system independent of the main building structure. These are typically positioned on the outside of a building; however, for this application, the idea was to install the pods inside the warehouse and add a retractable shelter to the outside.

*Continues on page 6*

### Pallet Wrap

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## IMHX proves huge success for leading trade associations



### BITA, CFTS and FLTA draw in the crowds and gain new members.

An historic move that saw the industry's two leading trade associations share an exhibition stand at IMHX proved hugely successful with both parties registering record numbers of visitors and garnering universal praise for the stylish, and versatile two-storey stand.

According to James Clark, Secretary General of BITA (British Industrial Truck Association) "When it was first announced that we were to collaborate so closely with the FLTA (Fork Lift Truck Association) I think there were a few raised eyebrows but it has in fact proved a genuine success.

"For those within our industry it offered an ideal one-stop shop to catch up on recent developments and to meet those people within the associations who they speak to everyday but rarely see. Because of the two-tier design we were able to offer plenty of space for members to meet, entertain visitors and answer questions on host of technical and legislative issues."

In the case of Lee Medway, newly appointed Quality Manager for the FLTA the timing couldn't have been more opportune. Having joined the Association just seven days prior to the show, IMHX presented a unique opportunity to see first-hand, a huge and diverse range of equipment and meet a veritable who's who of the materials handling industry.

For both BITA and the FLTA it also provided a perfect opportunity to showcase to the public the

wealth of work that is being done by these leading bodies in the areas of framing and interpretation of new legislation, safety and fork truck inspections.

In fact, this joint venture was the latest in a series that earlier this year saw BITA and the FLTA establish the industry's first dedicated training centre for engineers and apprentices: F-TEC. "We had a high level of interest in the apprenticeship scheme" explains Peter Harvey of the FLTA and were able to introduce them to our colleagues from F-TEC who were represented in the Future Skills Zone".

Joining BITA and the FLTA on stand 11M35 were the two technical managers from CFTS, the accrediting body for the UK's first national scheme for the Thorough Examination of fork lift trucks to incorporate the requirements of both LOLER and PUWER. Formed 10 years ago, appropriately enough as a joint venture between BITA and the FLTA, it already has more than 400 companies accredited to its scheme - with a stream of IMHX visitors visiting the stand to seeking to join.

"Looking ahead, I think there is every likelihood that we will repeat the exercise for the next IMHX in 2019" added Peter Harvey.

The Fork Lift Truck Association is the UK's independent authority on materials handling vehicles.

#### FLTA

Tel: 01635 277577  
www.fork-truck.org.uk

## Calor announces Europe's first BioLPG supply

Calor became the first energy company in Europe to supply BioLPG to the UK warehousing, logistics and transport industry, following its preview at this year's IMHX.

Already a leading supplier of liquefied petroleum gas (LPG), Calor will be offering the new, renewable fuel source from quarter two, 2017 when the first supplies become available.

Approved by the International Sustainability and Carbon Certification scheme, BioLPG is created from renewable feedstocks such as organic plant materials, vegetable oil and animal fats. As a sustainable fuel source, this offers

up to 32 per cent savings on greenhouse gas emissions without reducing performance, based on an allocation of 40 per cent BioLPG and 60 per cent conventional LPG blend.

A key benefit of BioLPG is that it is chemically identical to conventional LPG. As a result, there is no need for operators to change any of their equipment, appliances or supply infrastructure or to use any costly additives, to offer an easily integrated fuel solution, with no impact on performance.

#### CALOR

www.calor.co.uk

## Success for KNAPP at IMHX

Autumn is in the air and IMHX 2016 certainly proved fruitful for logistics automation provider, KNAPP.

"We had a very busy four days at the NEC," commented Craig Rollason, Managing Director of KNAPP UK. "We welcomed a number of key clients onto our stand, as well as meeting new prospective clients and networking with suppliers and associates. "Headquartered in Austria, KNAPP has over 1600 installations worldwide, with blue-chip clients in the UK including John Lewis, Boots, M&S, Staples, Clarks, British Gas and Well - all of which have resident KNAPP Customer Service teams.

Promoting its technologies for automated handling, storage and picking, the KNAPP team was joined on its stand by colleagues from sister company, Dürkopp Fördertechnik, who showed the group's expertise in garment logistics. Dürkopp's 'rolladapter' technology enables both hanging garments and flat goods to be carried together on the same overhead system. The company has supplied solutions to many leading



The KNAPP stand at IMHX 2016.

retailers including Next, ASDA, Primark, Debenhams and H&M.

The KNAPP stand featured the company's Pick-it-Easy workstation, demonstrated in conjunction with its award-winning Pick-it-Easy Pocket overhead sorter. KNAPP also gave visitors live demos of its service application, WebEye, which uses a head-mounted camera to enable a

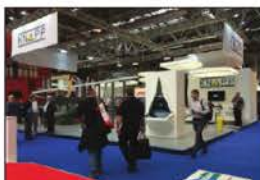
technician to share system information via the Internet with a specialist in a remote location. In addition, visitors were able to see Vision Cube - KNAPP's product dimensioning technology for pharmaceuticals and other small items - in action.

#### KNAPP

www.knapp.com



KNAPP's Vision Cube product dimensioning technology for pharmaceuticals was demonstrated to visitors at IMHX.



KNAPP welcomed a number of key clients onto its stand.



KNAPP's Pick-it-Easy workstations feature pick-to-light technology and ergonomic design.

## Flogas launches innovative 'Gaslight' LPG cylinder

Flogas Britain, one of the UK's leading LPG, LNG and mains gas providers, has announced the launch of 'Gaslight', a unique and innovative composite LPG cylinder.

Developed initially for use in Fork Lift Trucks (FLT), and made from toughened plastic and fibre glass, the Gaslight cylinders are almost half the weight of traditional LPG cylinders, yet are more robust and can sustain far greater pressures. In addition, their translucent appearance allows far superior fuel visibility, so operators know exactly when to refill them.

Ergonomically designed, and with a combined gas and cylinder weight of just 20kg, the Hexagon Ragasco manufactured cylinders fall well within the European Manual Handling Operations Regulations, which prohibit operators lifting anything over 25kg above elbow height.

The cylinder's design also offers unrivalled ease of transportation and storage, and unlike conventional steel cylinders, they don't rust or deteriorate.

Commenting on the launch, Head of Cylinder Sales at Flogas, Mark Whittaker said: "This is the first time in decades the



commercial cylinder market has seen innovation and new technology, so we're very proud to be at the heart of it.

"We have already seen huge successes with the Gaslight cylinders in the domestic market, and so it was a natural step to roll the cylinders out to the commercial market - particularly within the logistics industry, where manual handling is such a hot topic.

"The expansion of our range to include the commercial Gaslight cylinders fits our strategy of being an innovative energy provider at the forefront of new technology, and cements our position as LPG market leaders.

He concluded: "As experts in energy, we're committed to

providing our customers with bespoke, turnkey fuel solutions that really make sense for their businesses, and we're looking forward to seeing how these cylinders revolutionise the FLT sector."

Flogas is officially unveiling the Gaslight cylinders today on its stand at the IMHX logistics show, being held at the NEC. This will be the first time these cylinders have been available throughout the UK.

They will be available to order exclusively from Flogas from Autumn 2016.

#### FLOGAS

Tel: 0800 023 4312  
www.flogas.co.uk/gaslight



# ARE YOU ZEROED IN?

## Retailing's changing face demands more agility from WMS



Managing zero inventory may sound like an oxymoron but it is a concept that is wreaking havoc among bricks and mortar retail selling and so any warehouse that neglects efficient inventory management faces "interesting times" as the old Chinese curse goes. In a zero inventory model, stock is pushed back up the supply chain by the retailer who does not want the risk or cost of holding inventory. That retailer could be just a one-man and his laptop working from home using his/her own impressive website who channels orders from the public to the manufacturer, who in turn delivers them directly to the consumer, bypassing conventional distribution set-ups, except, possibly, the depots of the distributors.

There is, therefore, a need for the manufacturer to become directly involved with B2C orders. That means taking on responsibilities they never had before, like serial number capture to record goods distribution, warranty claims and packaging. Such changes emphasise the need for agile WMS capabilities with connectivity to best-of-breed stock forecasting programs and ERP software.

Owing to the ever-more stringent delivery demands from consumers order picking speeds and accuracy are critical and may therefore require investment in pick-to-light or voice-picking systems, and the time issue does not end there. Much time, for example, is still wasted at goods-in and despatch because either the right kind of

flexible forklifts are not being used or they are not equipped with on-board scanning devices so that they can go directly from the lorry to the designated racking aisle pallet location, and vice versa, avoiding delays caused by a two-truck type arrangement of, say, counterbalance and reach or VNA trucks, something articulated trucks are eminently suited for.

Choosing a slick WMS, however, is not a quick and easy solution, which could take months and so one may wish to go down the consultancy route. Key initial points to consider include: 1) The current handling cost that the warehouse incurs as a percentage of the total cost of sales, 2) The on-time and in-full ratio that the operation routinely achieves and at peak operating volumes, 3) The

pick accuracy rate which warehouse staff are able to average, 4) How many despatch failures are there and how much does it cost to rectify the failures, 5) The number of customer complaints. With such information a WMS supplier/partner, who should be more than just a software supplier, like offering services to redesign and optimise warehouse processes, should be able to estimate resourcing costs and show where and how much one can improve the KPIs. The initial resource set-up costs can be high, but this can be lessened if one chooses to adopt a cloud-based solution.

Achieving a zero inventory goal for a manufacturer is, of course, a chimera, particularly if stocking goods from the Far East, but great

moves towards it are available, especially if the best stock-forecasting programs are in place, which typically can cut total stocks by one third without harming customer service. It is also important to foster good relationships with logistics providers, including even courier companies. Some increases in just-in-case stock may be necessary when sourcing products from Asia, but also to cope with sudden demand spikes from irritants like manic Fridays and cyber Mondays product promotions.

*C. Smith*

**CHARLES SMITH**  
Feature Writer

## Indigo & DDS Logistics collaborate to boost Chinese e-commerce at CILF 2016



Indigo Software, a leading warehouse management software (WMS) specialist and DDS Logistics, a leading transport management software (TMS) provider have joined forces to help Chinese companies looking to benefit from the country's US \$700 billion e-commerce opportunity to get a head start by exhibiting their advanced technology solutions for manufacturers and transport and logistics service providers at CILF 2016, the China (Shenzhen) International Logistics & Transport Fair 2016, that took place in Shenzhen this month.

This is the first time Indigo Software and DDS Logistics have collaborated at an international trade event and marks the start of a commercial partnership to collectively support companies across Asia who are looking to automate and streamline warehouse and logistics operations to meet the demands of e-commerce.

Rapid growth of e-commerce platforms such as JD.com and Alibaba have created a huge commercial opportunity for China and other Asian economies. As a result of the e-commerce boom, manufacturers and logistics service providers must consider carefully how they can make their warehouses and transportation services more efficient, improving accuracy, lead times, traceability and throughput levels whilst at the same time, reducing costs. This is challenging to achieve without the use of dedicated warehouse management and transport management software, both of which

will ensure that in addition to improving productivity, a better return on investment from existing resources can be achieved.

With over 15 customers in the region, including Buzl and Wesfarmers, UK headquartered Indigo Software established its Asia Pacific operation in Hong Kong in June 2016. Indigo provides warehouse management software solutions to customers either on premise or in the Cloud.

Headquartered in France, DDS Logistics specialises in international trade and transportation software, with customers including international buyers, shippers, forwarders, carriers and 3PL companies. From its office in Hong Kong, which opened in 2008, DDS Logistics provides implementation and support services to international and local customers in Asia such as AS Watson and Carrefour.

"CILF is the primary trade event for the logistics and transport sector and have seen very high levels of interest in both Indigo WMS and the DDS TMS solutions from Chinese businesses who are keen to partner with best of breed technology companies from Europe. We are optimistic about the excellent commercial opportunities ahead," says Mike Hill, Managing Director at Indigo Software AsiaPac.

### INDIGO SOFTWARE

www.indigo.co.uk  
DDS Logistics  
www.ddslogistics.hk

## The adidas Group automates with KNAPP

KNAPP AG has won a major order to automate the new Campus North distribution centre of the adidas Group in Germany, which supports the company's European e-commerce business.

The adidas Group, international player in sportswear manufacturing with the brands adidas and Reebok, has commissioned KNAPP to automate its new e-commerce centre in Rieste, near Osnabrück in northwest Germany. With the provision of a new, high-performance all-in-shuttle solution, KNAPP will support the adidas Group in handling the flow of e-commerce goods, enabling strong growth in the business and making it possible for the organisation to react flexibly to the changing demands in the sportswear sector.

With more than 55,000 employees in over 160 countries, the adidas Group produces a wide range of articles each year. In peak periods, more than 350,000 products a day leave the group's largest distribution centre worldwide. The expansion of the facility with KNAPP's automation



The adidas store in Beijing - ©adidas.

solution will allow the constantly growing volume of e-commerce orders to be handled effectively. Alongside managing the large quantities of outgoing deliveries and the constantly changing assortment, the adidas Group has a strong focus on customer service. Fast transit times and high levels of flexibility were therefore crucial in the choice of system.

The e-commerce solution being delivered by KNAPP,

particularly its OSR Shuttle™ technology, fits the bill precisely for these requirements. Thanks to the design of the Pick-it-Easy Shop workstations, order picking is carried out ergonomically according to the goods-to-person principle in an intuitive, error-free workflow. The warehouse logistics software, KiSoft, guarantees efficient processing for every article in the online shop.

Start-up of the new system is planned for 2018. Gerald Hofer, CEO of KNAPP AG, is delighted about the new order: "This project is a prime example of our philosophy of making complexity simple. The flexible OSR Shuttle™ solution provides access at all times to all articles and gives the adidas Group the independence needed for future business development. The entire solution is modularly constructed and can be easily expanded. We look forward to the collaboration with the adidas Group and the successful realization of this all-in-shuttle project."



With the OSR Shuttle™, every article in storage is ready for picking - ©KNAPP.

### KNAPP UK LTD

www.knapp.com