

Knorr-Bremse Systeme für Schienenfahrzeuge GmbH

Performance Management

Contact

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Knorr-Bremse increases delivery reliability in its European aftermarket through supply chain reorganisation

Assignment

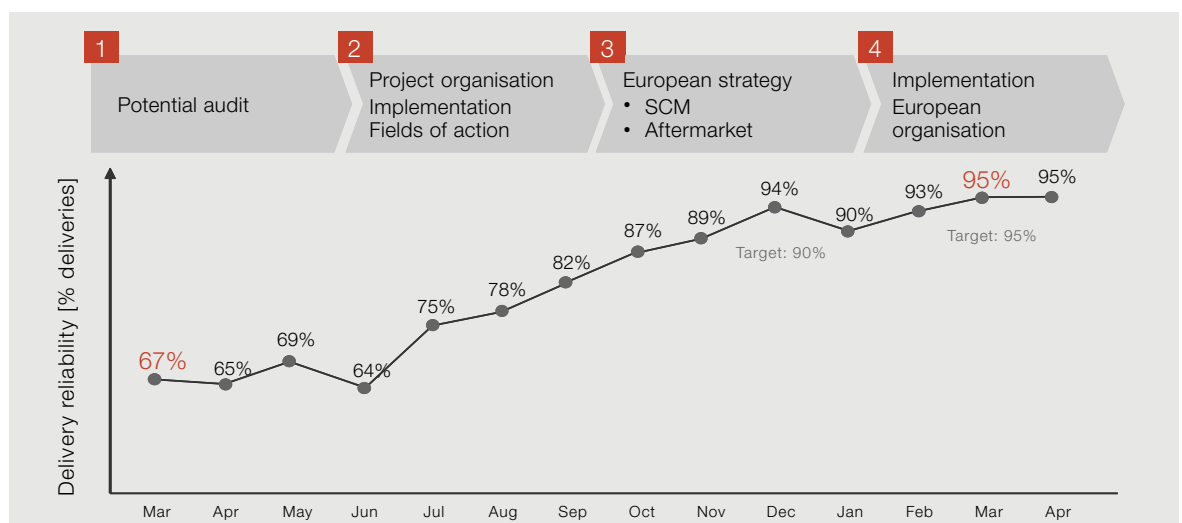
- Improvement of the capacity to supply customers with spare parts within Europe (turnover approx. € 1 billion, approx. € 180 million in aftermarket)
- Reduction of supply times and improvement of the critical external delivery reliability in the aftermarket to 95% (status quo approx. 65%)

Success Factors

- Conduction of a diligent process audit to identify priority fields of action
- Set-up of project organisation and implementation of a project-oriented monitoring of the delivery reliability
- Development of a European strategy for the aftermarket SCM organisation
- Development and implementation of a detailed concept on material handling and purchasing specific to the aftermarket in the context of an aftermarket SCM organisation

Delivered Results

- Establishment of an Aftermarket SCM Organisation with the functions Planning, Purchasing and Material Handling
- Increase and stabilisation of delivery reliability at approx. 95%



In four phases the delivery reliability was increased throughout Europe from 67% to 95%