

# Client Reference

## Distributed Facilities

### Postal Services | AMIP Assessment



## Client Background

The client is a premier provider of postal and parcel services in the Netherlands. They work closely with national postal services and private delivery partners in order to offer customers the most comprehensive and reliable network for delivery of their mail and parcels – not just in the Netherlands but also abroad.

They are a company of three business segments with over 49,000 employees and more than ten networks across thirteen countries, connecting three continents. With their loyal workforce, extensive networks and innovative drive, their ambition is to be the leading postal and logistics solutions provider in chosen markets.

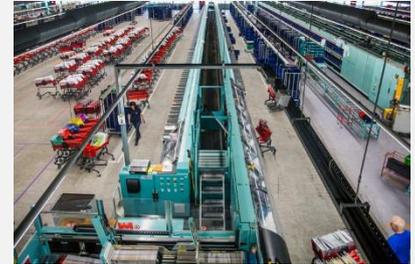
The postal sorting division consists of six sorting centres and is constantly evolving with the changing nature of post distribution including moving the business towards digitisation.

## Key Challenges

The postal business model is under great pressure due to a strongly declining demand for postal services but at the same time a constant requirement for service excellence and customer experience.

Against this background the client has the following asset management challenges:

- How should the asset management strategy be adapted in line with business objectives and declining demand?
- Are there any efficiency improvements still available in the system and how to unlock them?
- Where should they focus their efforts to gain optimal benefit from their asset management system and asset portfolio?



## Client Benefit

- A Structured Asset Management approach to independent improvement advice.
- Improvement initiatives aligned to performance, cost and risk with an implementation plan balancing short and long term projects.
- Input to asset management strategy review and asset management decisions.

*A focused approach was used to identify key areas for improvement whilst balancing long term planning of the asset portfolio.*

## Project Approach

- Pragma together with Gordian Logistics Experts reviewed the maintenance and logistics processes and activities of the client. Gordian applied their extensive logistics assessment to the spare parts division whilst Pragma focused on the maintenance division.
- An asset management assessment was initiated with the core technical team using an executive assessment. This provided the client team with an overview understanding of the assessment process and key performance areas whilst already highlighting specific areas for focus during the assessment.
- A full assessment was then conducted at two separate sorting centers where staff from all levels were interviewed. Plant walk-throughs were conducted to assess processes in place such as 5S and also a general view on asset condition. Reports and KPIs were reviewed and discussed with the team to assess performance.
- A consensus workshop was then conducted with the core technical team on the findings from the assessment to ensure alignment and buy-in before the final findings presentation to a wider team. During the final presentation much time is spent on discussing the improvement initiatives, prioritising according to benefit and planning of these activities.

## Tools and Technology

- Pragma's Asset Management framework with 17 Key Performance Areas
- Asset Management Improvement Plan (AMIP) business process
- Pragma Assessor software
- Gordian's SPM studio.