

Distribution center for imported auto parts

Characteristics of clients' industry

- Most of the parts are imported from overseas
- Almost all the distribution channels are fixed sales agents/dealerships
- Delivery volume is influenced by market trends (exhibitions, recalls, etc)
- Products come in many types of packaging ranging from a screw to a bumper

Challenges

- To efficiently control procedures from import formalities to domestic delivery with integrated system
- Facilities needed to store products of all types, shapes and sizes
- Precise operation and enhanced accuracy in inventory control
- Due to nature of products, inventory SKUs become huge / long term (storage costs)
- Outsourcing work for responding to inquiries from dealerships

Suzuyo's solutions

- Providing cargo status information of imports on the Internet, and with data base leading to speedy customs clearance
- Facilities fully equipped for storing different products in the most suitable environment
- A radio frequency handy scanner that allows for sophisticated operations in handling incoming and outgoing goods
- Providing value added services such as making duplication of keys
- BPO that leads to low-cost operation in sites far from Tokyo metropolitan area
- Contact for inquiries (help desk) to respond to dealers' questions

Results

- Outsourcing in one package
- More efficient storage, reduced distribution costs
- Enhanced accuracy and efficiency in operations
- Speedy response to late deliveries and damage claims

