



04 Transparency: interface costs

What are the costs of interface from the bakery software to dispotool?

05 A new era in service

The toolbox card puts you one step ahead of the problems

07 The Duesselderfer city baker rack

Stadtbaeckerei Westerhorstmann uses special shelf systems to order-pick small delivery volumes

11 Insights

The toolbox roadshow visited companies in Berlin and in Lochore, Scotland

Waves ensure efficient use of space

How to celebrate perfect logistics on even a comparatively small area – and to do it constantly, not just once a day – can be seen impressively in Herink, an industrial estate on Prague's south-eastern edge. That's where Pekárna Zelená Louka, a.s., the parent plant of the Czech bakery group PENAM a.s., produces fresh breads, rolls and fine pastries for the capital city Prague and its surrounding region.

What distinguishes this industrial operation from many others are the delivery concept and the very varied delivery density during the course of the day. That's because order-picking takes place for an unbroken 21 hours every day, six days a week. The only break is around noon. Almost all of the 1 000 customers, many of them in the food retail business, receive replenishment twice and more a day. The first delivery is already on the shelves at shop opening time, and the second ensures that the product range is widened and gaps are filled in. Requirements differ depending on the location. For some markets the new goods must be on the ramp one hour after the first, and for others not until the afternoon. The first trucks leave the site shortly after two a.m. in the morning, and around 46% of total deliveries between three and five hours.

This requires extremely cleverly devised planning of the entire logistics chain, which must nevertheless be able to respond flexibly to changes and malfunctions. There are just 4 350 qm of dispatch

area available in Zelená Louka to prepare goods at 40 loading ramps several times a day for more than 95 trucks. It goes without saying that docking, loading and driving the truck away under these conditions must proceed extremely quickly and smoothly. That means the goods for truck B must be made ready while truck A is loading, and those for truck C order-picked in parallel. In other words: during the peak period from 6 p.m. to 4.30 a.m., 22 **Pickers** in two shifts fill up to 40 000 delivery baskets with the required selection from current production to enable more than 95 trucks to receive them at 40 ramps within the shortest possible time. Nothing must be missing, everything must be available at the right place and no-one must hinder anyone else in their work, that's the cast-iron rule which everyone must obey.

This perfectly tailored operation is made possible by dispotool ENTERPRISE goods distribution system, whose forerunner came into use at PENAM for the first time in 2008. The secret: goods distribution takes place in so-called waves. A wave means the sum total of all the deliveries that must be loaded in a defined time window. The first wave of the day is also the biggest. It includes around 65% of the daily volume and is order-picked between 6 p.m. to 4.30 a.m.. The first truckloads are already prepared for loading at 1.20 a.m.. Then everything moves at breakneck speed. While one group of pickers is still working on order-picking for the first loading wave, a second already starts the distribution of goods for the next, and so on. In the background, dispotool ensures that each individual

employee is meticulously informed step by step, via illuminated displays, where which product belongs and in what quantities, where the stacks of baskets must be made ready, and which pallets the driver must pick up in which loading sequence at which parking bay and roll into his truck.

The dispatch hall in Zelená Louka resembles a highly active beehive, especially in the early hours of the morning. 48 drivers and 22 pickers with fork-lift trucks hotfoot simultaneously through the aisles, but everything runs smoothly according to plan. Which the order-picking system optimizes to the current delivery quantities and routes.

Distribution in waves

The principle lying behind this concept is to combine the deliveries of a defined time window into a package that is worked through by a group of pickers acting as a team. At the end of this work, all the fully order-picked containers for these deliveries are ready for loading. It is entirely possible for the various "waves" to overlap. A second group of pickers already starts order-picking for the second wave while the first wave is still being worked through, and so on. Dividing up the total volume into waves of this kind organizes a large volume into manageable sub-packages that can be dispatched correspondingly quickly as a result.

Facts & Figures

Pekárna Zelená Louka, a.s.

Hlavní 71, 25101 PSC provoz Herink
Czech Republic
www.penam.cz



The PENAM Group is one of Central Europe's leading bakeries, operating a total of 12 large bakeries in the Czech Republic, 2 in Hungary and 5 in Slovakia, as well as four mills in the Czech Republic and four in the Slovakia. Their product portfolio ranges from bread and small baked goods – including the "rohlíky" breadsticks that are typical of the region – fine pastries and cookies to gluten-free baked

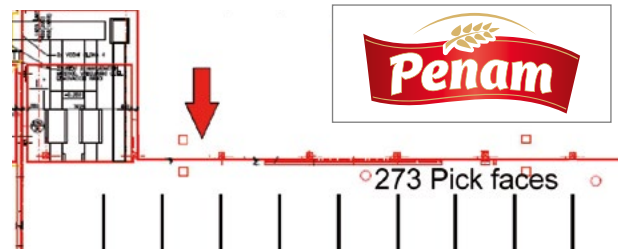
Total factory area: 7,790 qm

Order-picking area: 4,350 qm

Product range: Thirty different products are manufactured at the Pekárna Zelená Louka site, and 340 products come from the Group's other factories, so a total of 370 different products need to be order-picked.

Number of customers and unloading points:
almost 1,000

Vehicle fleet: 95 trucks from Iveco Daily 35 to Iveco Eurocargo 75, the most is Iveco Daily 50



products and mueslis. The Group's headquarter is in Brno. PENAM is also part of Agrofert a.s., a holding company comprising around 230 companies in agriculture, the food industry, chemicals and media, also including the major German bakery Lieken. Agrofert is owned by Andrej Babiš, currently the Czech Republic's Finance Minister.

Dispatch employees: total: 51

in the peak goods handling period between 18:00 hrs. and 04:30 hrs.: 22

Number of loading ramps: 40 for distribution trucks and a further 7 for HGVs, with a loading capacity of 33 pallets.

Order-picking system: dispotool ENTERPRISE
Information display: multi-color on Matrix 7 displays

Packaging: Plastic baskets in 60 x 40 cm sizes

Keeping delivery promises

LOGIS⁺: Mr. Milec, the Pekárna Zelená Louka, has grown constantly and strongly in the past ten years. How do you ensure that the physical distribution of goods and your organization keep up with this through IT?

Andrej Milec: The decisive factor was restructuring order picking in the shipping warehouse. For this we introduced dispotool in 2008, and successfully doubled goods turnover on the same area. Then, only in the past year, we enlarged the shipping warehouse to 435000 qm. On the IT side, linking dispotool to our ERP (Enterprise Resource Planning) system was decisive for planning accuracy and at the same time for flexibility in the event of unforeseen changes.



Interview with Andrej Milec, Manager of the PENAM Group's entire IT systems

LOGIS⁺: When does the daily peak period start in the distribution of goods at Zelená Louka, and how many employees work in order-picking at that time?

Andrej Milec: The majority of the work occurs between 18:00 hrs. and 04:00 hrs. in the morning, and the peak period in which most of the goods must be distributed starts at around 20:00 hrs. At that time 22 pickers work the night shift. Incidentally, that's fewer than we needed for half the amount in the past when we used paper lists for order-picking. If we still worked today as we did then, we would probably need 50 staff for goods distribution alone, and efficiency would be distinctly lower in every aspect.

LOGIS⁺: What do you mean by that?

Andrej Milec: Efficiency means not only the volume handled per hour and the costs, it also includes the accuracy and punctuality of the distribution. We produce high-quality bread and baked goods, but marketing them successfully also needs adherence to delivery promises. A PENAM customer can rely on receiving exactly the goods he ordered and at the agreed time, and that those goods will reach him in a clean, undamaged state. There's actually more to good customer relations than just exchanging goods and money.

LOGIS⁺: The investment decision is the main place where money plays a part. How do you assess the **ROI (Return on Investment)** of the investments in dispotool?

Andrej Milec: We made our first investment in dispotool in 2008, although production output at that time was considerably lower than dispotool's distribution capacity. Consequently, the ROI was around 20 months. Less than a year can be assumed with today's volumes.

A question of perspective

The German industrialist and politician Philip Rosenthal once said: "Anyone who stops becoming better has ceased to be good." I think every entrepreneur can confirm this remark with total conviction and the fullness of experience. Thinking about improvements and process optimizations is a top priority entrepreneurial duty and a necessity at the same time.



Thomas Mertes

In doing so, we all inevitably and repeatedly run the risk of approaching the task in a blinkered way. For example, take the organization of order picking and dispatch. Dispatch faster, handle more goods, increase margins – without question it's an improvement that can be achieved through paperless and thus two-handed order-picking. However, speed is by no means the only way.

Higher efficiency is also achieved through greater productivity per unit area. In this issue of **LOGIS⁺** we demonstrate, based on two examples, how an existing area can be enhanced by more intensive utilization. Therefore, we have looked behind the scenes at PENAM, an industrial baking business in the greater Prague region and now owned by Agrofert-Holding. In our report, we show you how available areas can be used so significantly and more efficiently by order-picking in waves. This has actually enabled the building of a new dispatch hall to be postponed for several years. The second report comes from the Stadtbäckerei Westerhorstmann in Duesseldorf, a classical German artisan business with 20 branches and almost 60 customers receiving deliveries. There, together with the bakery, we have developed a solution that allows small quantities to be order-picked in a 3-level "rack" separately from the majority of the goods flow. This proceeding not only space but also ensures the calmness and care that is needed for the delicate, premium-priced articles. In that case, a further quality assurance element is also added to the increased productivity per unit area.

Another topic in this issue I would like to strongly recommend is "interfaces". Production processes are inconceivable without interfaces, either in the world of machine networks or in that of the associated software. In particular, system houses had problems in revealing their interfaces to others or especially to competitors for a long time. Fortunately that's now all in the past. The majority of baking program manufacturers have total confidence in the quality of their own program world, and no longer need to act defensively. Therefore we took a good look at interface costs, and you can read the outcome of it in this issue of **LOGIS⁺**.

In any event, I hope you will find it pleasant and informative reading. I'm always open for questions, suggestions and, of course, also for criticism.

Yours sincerely,

Thomas Mertes

Transparency about interface costs

Is area defined as length times width or in square meters? It makes no difference, you might think. Far from it because if one person defines it one way and another differently, in simple terms it leads to exactly what IT calls “an interface problem”. That’s when two individuals communicate with one another, but unfortunately using different language conventions.

However, what exactly is an interface? Wikipedia says: “Interfaces for program components are a formal declaration of the functions that are present and how they can be addressed.” So in this case it’s a question of the language just mentioned. Furthermore, there’s also a second aspect to which Wikipedia draws attention: “The advantage of this is that modules, having the same interface, can be interchanged ... The purpose of such interfaces is to modularize a software architecture.” They enable the user to configure the best possible combination of software and hardware for his purposes. Thus, the smooth functioning of interfaces is also related to investments, process costs and process reliability.

In the early days of IT use in business, the interface problem was often used as a way of ensuring “customer loyalty”. There was frequently talk of problems and risks. Data or process transparency are taken for granted nowadays. Nevertheless, even today there are still a few software suppliers in the market who attempt to use the interface and/or its price as a means of keeping customers away from the competition. Of course, interface programming needs time and effort and therefore costs money. The only question is: How much?













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toolbox wanted to know the answer, which is why a few weeks ago, we wrote to all software houses represented in the German baked products market, and asked them to state the costs of an interface. To ensure they all used the same basis, **dispotool** was defined as the interface partner.

The news were extremely pleasing: in a total of twelve system houses represented in Germany, ten disclosed their prices very quickly and gave their consent to publication - for which we expressly thank them. The bad news: two software houses failed to do so. Nevertheless, the overview will reveal the range of variation within which the usual market costs should be and are situated to all our readers. See for yourself.

More information about
interface costs



Interface costs		
Systemhouse		Costs
	Samuelson Corporate Consultancy and Software Development GmbH	EUR 1,850.00 license fees, plus 16% p.a. service charge, plus provision of services for installation and commissioning
	ProTecData AG	approx. CHF 1,250.00
	Gribs GmbH	Included in the usage price, plus 4 hours commissioning at a cost of EUR 440.00. Customized expansions and adaptations based on expenditure
	PC-BÜRO Software Development	EUR 900.00 – EUR 1,900.00 + VAT
	RS Reengineering Softwaredesign AG	Included in the license price. Installation and possible adaptations will be invoiced based on expenditure
	AntraTec Systems GmbH	800.00 EUR
	CWG Software GmbH	EUR 1,500.00 plus setup and any adaptations that may be needed
	OptimoBercher	Costs for TURBOback: EUR 1,520.00 Costs for OPTIback: EUR 1,520.00
	Norbert Heider Software Development	800.00 EUR
	O.K. Software & Consultancy GmbH	950.00 EUR

A new era of service

Service in the pre-digital age simply meant repair work, and in some areas, regular maintenance as well. With digitization, this was joined by hotlines and remote maintenance, fault reporting and online repair. **toolbox** is now initiating the jump to the next era of service.

When the **toolbox** system house was founded in 1996, it naturally included the setting up of a round-the-clock hotline. A hotline that connects to **toolbox** employees - with IT competence and familiar with the baking industry- instead of to the middle of nowhere.

Offering such a service 24/7 on 365 days a year was also a new experience for the staff at that time. Richard Baum, one of dispotool's first programmers, says: "We often sat on the edge of the bed in the middle of the night, holding a phone and helping to get a grip on problems. Sometimes the problems were trivial and sometimes severe. However, together with the customer, we almost always ensured that the shipment could continue without any significant interruption. Ultimately, that's what it's all about."

A short time afterwards, **toolbox** completed the service by adding remote maintenance modules integrated into all the installations. That allowed immediate intervention by **toolbox** specialists directly and without any time delay because time is the costliest item in the dispatch business, especially in the morning.

toolbox is now heralding a new era of customer service. The outwardly visible feature is the **toolbox** card. It represents a complete paradigm change for everyone taking part. **toolbox**'s Service Manager Thomas Palmen says: "We are turning the viewpoint and procedure by 180°."

As in the past, instead of waiting for the user to phone and report a malfunction - which is then rectified by remote maintenance - dispotool monitors all the systems constantly and independently, and responds proactively if there are malfunctions. For example, if dispotool discovers that files were transferred incompletely - or not at all - from the ERP system or baking program, or displays have failed because a lift truck drove into them with its telescope arm extended etc., dispotool alerts the **toolbox** Service Center. A hotline employee takes up the problem immediately and looks



*More information
about toolbox card*



for a solution. Sometimes, there is a simple, quick remedy via remote maintenance, or in other cases, he calls the stored phone numbers and informs the relevant shipping clerk. Together they can find a solution even before the distribution shift starts. That may involve the replacement of a failed display, or equally, it can be the restructuring of processing plans, or the reprogramming of the allocation of displays. The main aim is that shipping goes ahead!

The very next morning the Dispatch Manager, Works Manager or IT Manager receives an e-mail informing them about the malfunction. After logging into the protected client area on the **toolbox** web site, they can understand the reason for the breakdown. Taking a glance at the fault history helps avoid repetitions.

This new **toolbox** Card service represents an enlarged range of options compared to the previous service and maintenance contract. The old contract's scope of performance will be retained until September 31st 2017.

For anyone who switches over, there is a good chance that errors in the sensitive area of dispatch time will cause less damage in future. **toolbox** card owners can also choose from a whole range of services such as free-of-charge service chats, discounted participation in workshops, order picking training sessions and dispotool checkups.

We are there for you at these trade fairs in 2016!



22. – 25.10.2016
Stuttgart, Germany
Hall 5, Booth 5C11



08. – 11.10.2016
Las Vegas, USA
Booth 9241



07. – 09.11.2016
Dubai, UAE
German Community Booth

A good trade fair in Moscow



The Pick-by-Vision order-picking solution with data glasses was one of the highlights on the **toolbox** stand at this year's Modern Bakery in Moscow, and some visitors immediately tried out the new technology for themselves on the spot. In addition to the innovative technical solutions, it was the video presentation of the worldwide applications of **toolbox** software and the users' statements that drew the Russian bakery products industry's elite to the 80 qm **toolbox** stand in the light-flooded "Forum" pavilion. Florian Zintzen, Sales Coordinator at **toolbox** and Stand Manager in Moscow, reached an unreservedly positive conclusion

after the 4-day trade fair: "We welcomed over 30% more visitors to our trade fair stand. Compared to some other international trade fairs, most of the interested visitors here in Moscow were more than well prepared for in-depth discussions."

toolbox has been on the market in Russia and its neighboring countries for more than 10 years, and is now considered to be the market leader for order picking in Russia and the whole of the GUS (Commonwealth of Independent States).

From practice – for practice

dispotool practical workshops are designed for everyone in the company who comes into contact with the system in any way whatever. They involve dealing with individual queries and requests for optimization, presenting new trends and tools, and gathering inspiration for one's own practical work during visits to bakery businesses and through discussion with colleagues.

The next scheduled dates and topics are

Location: Consulting & Training Center,
Wilhelm-Lexis-Strasse 8, 52249 Eschweiler, Germany

Registration

michael.schmidt@toolbox-software.com
stefan.weibel@toolbox-software.com



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Christian Seemann, Dispatch Manager at Ludwig Stocker

Hofpfisterei GmbH, Munich: "14 participants from 10 companies. That was an optimal size. We were able to have an intensive exchange in the time between the training units and the evening. Discussions with other participants were an additional benefit for me."

For more information
about workshops



27.06.2016 – 28.06.2016

Topics:

- + The paperless and electronic delivery note
- + Relocation planning
- + Display replacement
- + Software set-up and hardware installation

07.11.2016 – 08.11.2016

Topics:

- + Planning system expansions correctly
- + Warehouse link and interface
- + Very small quantity distribution for route optimization

The little ones in the basket, the big ones on the pick-face



Small amounts of delicate fine bakery products are distributed separately via the rack

The Stadtbaeckerei Westerhorstmann in Duesseldorf has physically separated the order-picking of small, delicate quantities from the main order handling area. That benefits both quality and efficiency.

The production hall in Duesseldorf-Reisholz measures 1,600 qm. From the raw materials store and various production departments for bread, rolls, cakes and fine bakery goods to the dispatch area, there's space here for everything needed to supply its own 20 specialist stores and just under 60 delivery customers. Three times a day the specialist stores receive fresh goods, of which six are bread rolls and fine bakery goods such as chilled dough pieces. They are freshly baked in the branches throughout the whole day.

Artisan skills, business economics overview and modern manufacturing processes allow the Stadtbaeckerei Westerhorstmann to offer its customers variety and quality across the whole product range. The bakery's centerpiece is a traditional steam oven whose mild generation of heat allows the baked products time to develop flavor. It's quality that creates customer loyalty because people are the focus of a family business such as the Stadtbaeckerei Westerhorstmann. That's also true for the employees, to whom the company's own e-learning platform offers an opportunity for continuous further education, both professionally and personally.

150 qm of the big hall is reserved for the dispatch area. Here are 50 **pick faces** located, which are order-picking parking bays for trolleys full of dispatch baskets that are taken on the road several times a day by trucks. 20 pick faces are devoted to the company's own



Frank Westerhorstmann-Bachhausen



Fine pastries need careful handling to ensure they keep their attractive visual appearance until delivery. For customers who order only small volumes, this takes place via the city baker rack

branches and 30 to the delivery customers with the highest sales.

Small amounts, perfectly distributed

A rather special feature is the order picking for customers who order only small amounts, as a rule products from the cake and fine bakery goods range, for which the key aspect is fresh replenishment every day and a first class appearance. Westerhorstmann uses such fine creations firstly to cultivate its image as a qualified professional, and secondly, to look after a discerning clientele that orders delicacies item by item, most of them at high prices.

For this goods distribution Westerhorstmann installed in a separate area, a so-called “city baker” rack - a 3-level shelf holding eight basket stacks with a maximum of 16 baskets side by side on each level. A single picker manages the distribution. Three steps to the right or left are sufficient to reach all the baskets. The 24 positions are numbered, and each is allocated to one customer. A 2-color light display directly on the shelf shows the picker how much of the product belongs in the respective basket stack. Each display is also equipped with a confirmation button (left) and a correction button (right). The correction button with a plus and minus changes the distributed amount, e.g. if the customer modifies the order at short notice, or if a product is not available or is not present in sufficient quantity. When everything is in the baskets, the picker presses the confirmation button, which signals to the dispotool IT in the background that this distribution has been completed.

Less space, more peace and quiet

Segregated distribution for small quantities offers big advantages. Of course, it would be possible to assign each of these customers their own pick face, and to distribute the products by **Put-to-Light** or **Pick-to-Light** as with the large quantities. However, that would

Facts & Figures

Stadtbäckerei Westerhorstmann

GmbH & Co. KG

Nürnberger Str. 14
40599 Düsseldorf, Germany
www.stadtbaecker.com
mail@stadtbaecker.com



As a business studies graduate, Frank Westerhorstmann-Bachhausen probably had many career pathway options, however, he chose entrepreneurial freedom and the family tradition instead. In the early 1990's, and with a master craftsman's diploma in his pocket, he took over the Stadtbäckerei Westerhorstmann in Düsseldorf, which was founded in 1905. Together with his wife Sandra, he very successfully manages this business, which is linked to the artisan tradition and quality, while ensuring up-to-date modern standards. The fifth generation is already waiting in the wings. Alongside her degree studies, their daughter Laura is active in sales, and their son Frank junior will start his apprenticeship as a baker after completing his A-level exams.



Total factory area: 1,600 qm

Order-picking area: 150 qm

Production Manager: Andreas Fröhlich

Deputy Production Manager: Phil Polick

Product range: 25 Bread varieties, 17 Bread roll varieties, 20 Fine bakery goods + 2 seasonal items, 11 Cake varieties, 2 Snack articles

Number of customers and unloading points:

20 branches and 60 delivery customers

Vehicle fleet: 5 Transit 3.49 t vans and 3 Transit delivery trucks

Loading stations: 6

Dispatch staff: 4

Order-picking system: dispotool LIGHT with MULTIPLE PICKING, PRE-DISPATCHING, PRODUCTION RECORDING

Packaging: Plastic baskets in 60 x 40 cm



Individual order-picking guarantees that the apple fritters and similar products arrive at the shops undamaged



Red indicates the amount for product 1 and green the amount for product 2. The confirmation button is shown on the left of the display, and the option to change the stated quantities on the right

need an enormous amount of space. On the other hand, the rack provides compressed distribution in a small space that a single picker can manage. In contrast to the bulk distributors, this picker can concentrate on handling the delicate products. He also doesn't get in the way of colleagues who move stacks of freshly baked goods with lift trucks, and they don't get in his way either. Frank Westerhorstmann-Bachhausen says "Freshness also benefits from it. Via this distribution, we can start the production of specialties later, and

are still ready to load the trucks at the same time. Production is streamlined and customers receive extremely goods."

Production Manager Andreas Froehlich is also pleased with this very specific solution for small quantities. Accommodating further 24 pick faces would scarcely be practicable because the volumes delivered by the Stadtbaeckerei Westerhorstmann have grown to such an extent since the production unit was built in 2004.

An introduction

Although his official job description is "Service Technician", he's rather like a "fulfillment in person". **Ahmet Oezdek** is one of the **toolbox** colleagues who is there on site from A to Z. He supervises the installation of displays and the setting up Touch-Industry-PCs - as well as implementing the software that has been custom-preconfigured for the project. Another important part of his job is to give the employees, who are to work with dispotool, theoretical training and also when the system "goes live", and sometimes thereafter.

This is because many of them have a fearful respect for a computer as a workmate when they first encounter one in practice. However, this soon fades away. Oezdek says: "As a rule, a large degree of self-assurance and a relaxed attitude about working with the system is already visible during dispatch on the second day." If not, Ahmet Oezdek and his technical colleagues will stay on site until the staff are confident because, after all, toolbox



only sells turnkey systems at a fixed price.

His profession demands a lot from Ahmet Oezdek. He undertakes journeys to new corporate worlds and cultures almost constantly. Regardless of whether he's at "Garden" in Hong Kong ensuring the smooth running of dispatch to 4,500 customers every day, or using dispotool ENTERPRISE equipped with the DYNAMIC LAYOUT VIEWING, MULTIPLE PICKING, STOCK

HANDLING and PRE-LOADING modules in one of Goodmann Fielder Food's industrial operations in Chullora, Australia. Or installing an order-picking system for the famous Swiss Confiserie Bachmann in Lucerne, it wouldn't work without his specialist knowledge and the social competence that enables him to empathize with the people on the spot.

Now 43 years old, he loves travelling to distant cultures and continents in his private life as well. In his leisure time, he often packs his bag to explore the country and get to know its people in either South America or elsewhere.

What actually is Multiple Picking?

Over the years many companies struggle with the problem that their dispatch halls have become much too small for the volume of goods that needs to be moved, and the number of customers wanting to be served. MULTIPLE PICKING is a software module that ensures that the available dispatch area allows significantly higher throughputs without needing any structural work.

MULTIPLE PICKING ensures that each order-picking space can be used repeatedly within a short time for different customers - one after another. Order picking staggered in time for different delivery rounds is a precondition for this.

The one customer = one pick-face rule no longer applies, and instead, delivery round-based occupation patterns are set up for the storage positions on the

dispatch area. As soon as all the customer orders for one delivery round have been processed, the display above the pick-face shows which delivery round is next in line, and what needs to be made available for which customer on this order-picking area. The occupation plans are stored in the software and can already be called up while the previous occupation is still not yet fully loaded.

Thus MULTIPLE PICKING not only saves space through multiple use but also saves time and thus hard cash.

For more information
about MULTIPLE PICKING



dispotool LIVE with colleagues in action

This year's "dispotool" roadshow will be on tour from January to September 2016. Well-known baking companies will open their dispatch departments' doors to interested colleagues. Make sure you're there, to look

over your colleague's shoulder and discuss with him how the dispotool order picking system helps to save costs, safeguards distribution quality and uses areas more efficiently.

More
information at



Application/registration
United Kingdom



Application/registration
Denmark, Sweden, Norway



Tour dates for Germany, Austria and Switzerland

10.05.2016 – 11.05.2016	Backhaus Heislitz, Kriftel	www.heislitz.de
21.06.2016 – 22.06.2016	BeckaBeck, Römerstein	www.beckabeck.de
19.07.2016 – 20.07.2016	Max Rischart's Backhaus, München	www.rischart.de
06.09.2016 – 07.09.2016	Wienerroither, Pörtschach a. Wörther See, AT	www.wienerroither.com
20.09.2016 – 21.09.2016	Bachmann, Luzern, CH	www.confiserie.ch

toolbox CEO Sascha Egner and dispotool LIGHT expert Reik Koletzko will also be on the spot to take part in discussions.

Tour dates for the United Kingdom

24.05.2016 – 25.05.2016	The Bread Factory, London	www.breadltd.co.uk
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toolbox CEO Sascha Egner and dispotool expert Niklaas Wolters will also be on the spot to take part in discussions

Tour dates for Denmark, Sweden and Norway

25.05.2016 – 26.05.2016	Goman Bakerit AS, Norway	www.coop.no
27.09.2016 – 28.09.2016	Emmerys ApS, Denmark	www.emmerys.dk

toolbox CEO Sascha Egner and dispotool expert Niklaas Wolters will also be on the spot to take part in discussions.

Tour dates for Russia

17.05.2016 – 18.05.2016	OAO Volzhskij Pekar, Moskau	www.vpekar.ru
15.06.2016 – 16.06.2016	Hlebnaya usadba, St. Petersburg	www.hlebnaya-usadba.ru

toolbox CEO Sascha Egner and dispotool experts Vitalij Koukhar and Sergej Ronn will also be on the spot to take part in discussions.

As a guest in Berlin and in Lochore



Beumer & Lutum isn't just another of the many organic bakeries in Germany's capital city, it's the one everybody in Berlin knows. It markets its baked products in its own branches, at weekly organic markets and through more than a hundred selected cafés, health food shops and organic supermarkets in the Greater Berlin area. The selection of goods ranges from bread, small baked products and pastries to cakes and seasonal articles, and Beumer & Lutum's toast bread enjoys something verging on cult status.

In the context of the **toolbox** road show, Production Manager Michael Wittmack opened the doors of his empire to nine owners and dispatch managers from five medium-sized baking businesses on 16 February. Committed and enthusiastic as he is for the "organic" principle, he finds it equally self-evident that this is not incompatible with modern technology. Least of all when it's a question of developing a distribution concept with which even a large number of small-volume order amounts can be processed quickly and efficiently in a small area. **toolbox** installed assembly points known as "nests" at Beumer & Lutum for small clients of this type. The individual customers in these nests are identified via automatically generated tickets, a solution that is both quick and reliable.



Production Manager Michael Wittmack showing where to go



Derek Ryan, Financial Controller of McCloskey's Bakery in Drogheda, Ireland, gains his first hands-on experience of *dispotool*

The first **toolbox** roadshow in Great Britain led to Lochore, 25 miles north of Edinburgh, Scotland's capital city. The host was Bayne's the Family Bakers, a family business supplying fresh bakery products from here to 53 of its own branches from Dundee to the East Lothians. Baked products such as savory Scotch Pies and pasties, or the scones, crumpets and cakes that give pleasure to the heart and palate of a real Scotsman – as much as they do to those of innumerable tourists – and world-class golfers who are drawn to the banks of the Firth of Forth.

Last May, Bayne's installed a completely new order-picking system using *dispotool*. Factory General Manager Shirley Simson introduced the presentation of the solution with a clear statement: "Cost savings of 23% in order-picking immediately after start-up." She was equally open and candid in her report of the preceding discussions and anxieties of changing a distribution system that had functioned for thirty years.

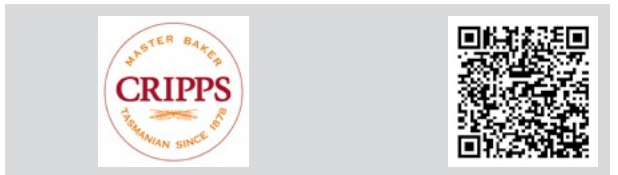
These concerns are entirely understandable since there are 130 different products to dispatch. The family business uses a special *dispotool* module PRE-DISPATCHING to cope with this diversity. Products that come from the production unit are counted and given a barcode ticket showing the type and quantity. When distribution to specific customers is involved, scanning in the code is sufficient; the respective number of items to be allocated appears on the display above the pick-face.

LOGIS⁺ The following topics are in the next issue:

+ In this issue we have already given you a brief report about the date for the roadshow at Bayne's in Scotland. We will tell you the whole story in the next issue. The exciting success story of a family business in Lochore, Scotland that originally started as a "supply unit" for mine-workers and is now one of the region's leading bakeries. Come with us to the banks of the Firth of Forth and discover a company that preserves traditions – while nonetheless - having a clear-sighted perception of future opportunities.



+ This time the second report by **LOGIS⁺** takes us to the southernmost end of "down under" to the island of Tasmania. We visit Master Baker Cripps in Hobart, the capital city of this Australian federal state. Cripps was founded by William Cripps in 1878, and now operates three regional bakery businesses in the island's two big cities Hobart and Launceston – together with dispatch centers in Ulverstone, Kings Meadows and Glenorchy. Cripps is not only Tasmania's biggest industrial bakery goods manufacturer, it also supplies its shortbreads and Anzac biscuits to the whole of Australia.



+ We also take you with us to visit the "brains" behind **toolbox's** many successful installations, namely to our project design team. This is because introducing an order-picking system doesn't just begin when computers are installed, displays are hung on the wall or data glasses are distributed to the pickers. A member of the team is already there during the first visit to gain a picture of the situation, to ask about pre-existing conditions and objectives, and to start the shared project design phase. We will show you how this team thinks, feels and works.

+ In May, the **toolbox** roadshow will be hosted in Kriffel, a small community on the outskirts of Frankfurt, Germany's financial capital. The host for colleagues from the baking sector is Matthias Heislitz. With his Heislitz bakery company he operates a total of nine branches in the Main-Taunus area. The second roadshow report will be the first to come from Russia, in fact, it will be from St. Petersburg. Here the industrial bakery products manufacturer Darnica will open its doors in late April and will present the company, its production facilities and its order-picking systems to the visitors.



Use the QR code to access the glossary

Like all sectors of industry, logisticians have also developed their own language to express things concisely but unambiguously. You will find that we also use this kind of vocabulary. For simplicity, individual terms in the articles are highlighted in blue.

This QR Code will take you to a glossary on the Internet with the corresponding explanations.

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