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Able to serve a wide spectrum of customers

Even though organic products are growing at an above-average rate, as a proportion of the German food market, the proportion of organic in the baked goods range is less than 10%. Anyone who specializes in organic goods, as the Bahde Bakery in Seevetal near Hamburg, must be able to serve many and very different customers.

Willi Bahde, after whom the bakery is named, first began offering organic bread 35 years ago parallel to the conventional product range in what were then his four branches. Feedback in the branches was good, and there was even greater interest from organic shops, which were just coming on the market at that time. In the meantime, Hamburg has a large number of such shops. On top of that, several organic supermarket chains are competing for space in the city, and top-class restaurants have also discovered that good organic bread enhances their buffets.

Willi Bahde took a logical decision in 1994, closed the branches, and from then on, devoted himself exclusively to the business of supplying and delivering bread and bread rolls. A few years ago, together with his successor Peter Asche, he created a product range and also the aroma of instore baking and so introduced the appeal of oven-warm goods to the organic scene.

The entire product range has now grown to around 50 types of bread and 22 bread roll varieties, including specialties from Turkey,



Packs of pasteurized sliced bread are prepared in the afternoon to speed up order picking the following morning

Italy and France. Currently, a test with fruitcake in portion molds is also being run. Customer numbers have also grown. Nowadays, goods for 180 stops are order-picked and sent on their way every night. The radius of the delivery area around the new production building,



The "command post" where the order pickers call up customers for whom they are now collecting goods

which was inaugurated last year in a business park on Hamburg's southern periphery, is 200 km.

The development has given rise to a very diverse spectrum of customers. Some of them order no more

Facts & Figures

Bäckerei Bahde GmbH

Postweg 200
21218 Seevetal, Germany
brot@bahde.de, www.bahde.de



The Bahde Bakery is an organic bakery, conforming to Demeter criteria, in the southern outskirts of the Hamburg metropolitan region. The bakery specializes in bread and bread rolls. The majority of the bread is delivered as unsliced loaves, and as part of the product range also unfrozen partly-baked. The clientele consists of organic supermarkets, organic shops, health food shops and restaurants.

Total factory space: 1,400 m², of which 1,000 m² is production area

Dispatch area: 200 m²

Product range:

50 types of bread

22 types of bread rolls

2 single-serving cakes (a test, not yet on sale)

Number of customers supplied per day: 180

Dispatch staff: 4 - 6, as required

Packaging:

shipping crates, dimensions: 40 x 60 cm



The legendary Finken

Delivery: 4 dispatch portals

(1 truck ramp, 3 ramps for small vans)

Transport: the bakery products are distributed every night on 12 delivery rounds, and are delivered by two forwarding agents to customers within a 200 km radius

Dispatch method: Pick-to-Light

Dispatch modules: dispotool LIGHT with MULTIPLE PICKING und PRE-DISPATCHING



The “red” dispatcher knows how many of the wheat bread rolls at this position are intended for the customer for whom he is now picking. Only one of the Chia bread has been ordered

than three loaves bread per day, while others use the abundance of the product range. Peter Asche says: “Every customer is important to us, and we endeavor to meet the needs of every one of them as far as economically feasible, it’s part of our company philosophy.” Order-picking starts every evening at 10:00 PM. The entire freshly-baked assortment stands ready sorted into crates, each containing a single variety, and with each product under a dispoTool Matrix display. The sliced bread was cut, packed and pasteurized on the previous afternoon, and is also ready for dispatch.

The order-pickers log on at the dispoTool terminal, choose a customer and go along the rows of products with “his” crate or stack of crates. The display above the stack of crates shows each order picker in “his” color how many items of this product were ordered by the customer. Everything this customer wants to put on his shelves on this day is available and correct at the end of the walk. The delivery note is printed out, and the crates and delivery note go together to the loading ramp.

This principle where the illuminated displays do not show how many products the order picker must put down at this point but instead, display how many he must take from this location, is called “shopping”. The illuminated displays are allocated to products, not to customers. Logically, the shopping principle is always advantageous when the number of customers is significantly larger than the number of products. Therefore, it’s not limited to small businesses. Quite the contrary, there are shopping systems dispatch 24/7 for several thousands of customers every day.

The system has two preconditions: the number of products must be limited, and sufficient quantities of all the

Pick-by-what?



Thomas Mertes

The Internet is an achievement that has enriched us all. However, earning the benefits requires hard work. If you enter the term “Pick-by-Voice” into one of the big search engines, you will receive around 78 million hits, and “Pick-by-Vision” will give you 86 million. Also, if you type in “Pick-by-Light”, there will be as many as 161 million potentially usable pages. As a result, you’re still far from being any wiser. That little word “potential” is crucial. Since the sheer volume only shows that many people around the world are engaged in picking, many people seek solutions for their order picking or their warehouse, and many people have ideas and suggestions or even offers for it.

Anyone who invests a couple of hours to gain at least the beginning of an overview will quickly discover that the concepts are similar but the applications differ markedly – as a rule, according to sectors of industry. There are sector-specific solutions for wholesale book-sellers, medicine wholesalers, textile trading groups, automobile industry suppliers and many more. The diversity is overwhelming. However, common to them all is the technology through which the order-picking system communicates with the picker, whether it uses Pick-by-Voice, Pick-by-Vision, Pick-by-Light and/or assisted by scanners and handhelds. The things that separate them are the specific features of their sectors, the procedures and their processes. The absolutely decisive aspects in all of this are the functionalities they use, and at best, only small portions of these are transferable from one sector to another.

That’s why there are also no generalists in this order-picking and logistics systems sector who offer a one-size-fits-all solution that can be adapted to all industries. Instead, you will find specialists who concentrate on their own or a neighboring sector, and who accompany their development with continual new enhancements or specializations of their systems. To update you on this subject is the purpose of this journal for intralogistics in bakeries.

I hope you will find it very enjoyable.

Regards,

Thomas Mertes

products must be available or constantly replenished at the time when the orders are picked. The advantages of the system are also multiple: the number of customers can increase without requiring an immediate increase in the order-picking area. In addition, customers who order very small amounts can be grouped together. All the goods are then handed over to the delivery driver in a few crates, together with a list showing how many items of which product he must deliver, and where to.

In the Bahde Bakery, however, Peter Asche not only uses the shopping system but also dispotool's PRE-DISPATCHING module. This program component prevents quantity differences becoming an obstacle. The bakery doesn't always succeed in manufacturing exactly the amount that was ordered. This can lead to a situation in order-picking in which the customer's delivery is late or a nonsensical quantity is delivered. PRE-DISPATCHING reports such production-order discrepancies to the dispatch department at an early stage, so they can be taken into account in the order-picking lists and the processes can proceed smoothly.



Company Manager Peter Asche

From practice – for practice

dispotool practical workshops are designed for everyone in the company that comes into contact with the system in any way at all. They involve dealing with individual questions and requests for optimization, presenting new trends and tools, and gathering inspiration for one's own practice during visits to bakery companies and in discussions with colleagues.

Forthcoming dates and topics

Location:

Consulting & Training Center,
Wilhelm-Lexis-Straße 8, 52249 Eschweiler,
Germany

07.11.2016 – 08.11.2016

Topics:

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

Dates 2017

Topics:

- + 23.01. – 24.01.2017 practice workshop dispotool 1
- + 24.04. – 25.04.2017 practice workshop dispotool 2
- + 11.09. – 12.09.2017 practice workshop dispotool 3
- + 20.11. – 21.11.2017 practice workshop dispotool 4



Questions that are answered in our workshops

- + We lose a lot of time with multi-distribution because the allocations are always piecewise. Isn't it possible to do multi-distribution in whole baskets?
- + We need to structure the distribution completely different on public holidays. Does it work in your business?
- + Are the displays easy to replace?
- + Does dispotool have a strategy to dispatch very small orders quickly?
- + How can we check the quantity from the production unit?
- + How do I book products that I want to dispatch over several days?
- + We have electronically networked checkouts – can the clerks see the delivery note at the checkout?
- + Can I see what hours of operation was worked?
- + Why don't we sometimes see the order date?
- + What material flows must I take into account when planning?

For more information
about workshops



Please tell me what does PRE-LOADING mean?

The first to come must wait? Since, on the one hand – even in industrial bakeries – not all products flow and arrive continuously at the dispatch hall. On the other –

the trucks must stow their loads phased in time – so coordination between the two movements is required. That's why toolbox developed the PRE-LOADING module. The reason for this is, although as a rule, the output amount and the scheduled quantity are close together in industrial bakeries, they are seldom exactly equal.

Product Num...	Product Name	Ordered	Distributed	Stocked	Needed
1001	Morning Rolls (CORE LINE) 1 day	17800	30	0	17770
1002	Cabin Rolls 1 day	1056	0	0	1056
1004	Bran Rolls (CORE LINE) 1 day	2466	0	0	2466
1005	Soft Rolls 1 day	2136	0	0	2136
1006	Mini Rolls 1 day	313	0	0	313
1020	T/A Batons 1 day	516	0	0	516
1021	Granary Roll 1 day	747	0	0	747
1022	Seeded Roll 1 day	762	0	0	762
1023	GI Roll 1 day	283	0	0	283
1024	Dark Fired Rolls 1 day	2436	0	0	2436
1025	Baguette 1 day	477	0	0	477
1103	White Panette 1 day	60	0	0	60
1106	Brown Panette 1 day	59	0	0	59
1115	Multiseed Sliced (CORE LINE) 400g	94	0	0	94
1116	Wholemeal (Tin) 400gms 1 day	74	0	0	74
1117	Morning Loaf (CORE LINE) 400g	106	0	0	106
1119	Oat & Barley Tinned 1 day	77	0	0	77
1151	White Panette Sliced 1 day	25	0	0	25
1153	Brown Panette Sliced 1 day	23	0	0	23
1162	Morning Toastie Loaf 1 day	1	0	0	1

This screen display shows the amounts of a product that were ordered, how many have already been dispatched, and how many are still required.

Block Number	Block Name	Ordered	Done	Stocked	Dispatch Qty.
1	Line 1	41	0	0	41
2	Line 2	4	0	0	4
3	Line 3	8	0	0	8
5	Line 5	2	0	0	2
6	Line 6	4	0	0	4

The screen display shows that 6 blocks are available. It also shows which block contains which amount of the chosen product, "Brown Panette".

Distribution Amount

Product: 1024
Dark Fired Rolls

Ordered Amount: 2436
Distributed Amount: 0
Stocked Amount: 0
Open Amount: 2436

Please enter amount that will be distributed now.

Distribution Amount:

Batch (F2) Cancel (F6)

After the products have arrived in the order-picking area, the quantity available is entered into the system before dispatch.

The purpose of PRE-LOADING is to dispatch shortfalls or surpluses sensibly according to pre-defined criteria so that loading plans for the individual delivery rounds or trucks are delayed as little as possible. And there are no tailbacks on the ramp either. PRE-LOADING is also able to integrate the multi-day dispatch processing of products into the dispatch operation.

To do this, the dispatch operation is divided up into blocks, where as a rule, one block corresponds to an order-picking zone within which fine dispatch takes place later. A block of this kind can also correspond to a delivery round. Goods arriving from the production unit are then pre-dispatched immediately into these blocks. There is an option to choose between three variants depending on how the outflow of the goods is organized in respect to time.

- + In Version 1, the blocks are filled one after another, i.e. supply to Block 2 does not start until Block 1 has been completely filled. When this happens with all parts of the product assortment, Block 1 will be the first that can make the delivery quantities fully available. The trucks that are loaded here will be the first to drive out of the yard.
- + In Version 2, dispatch to the blocks takes place as a percentage of the total amount of the article that

Undo distribution Show all reverted

Ticket	Product No.	Product Name	Dispatcher Na...	Quantity	Finish Time
632	1001	Morning Rolls [...]	Pre Orange	10-0	03.08.2016 13:0...
621	1001	Morning Rolls [...]	Pre Orange	10-0	03.08.2016 13:0...
610	1001	Morning Rolls [...]	Pre Orange	10-0	03.08.2016 13:0...
3	1012	Harvest Bran Ro...	Pre Orange	600-0	03.08.2016 08:4...

Undo (F2) Cancel (F6)

To ensure maximum possible flexibility, PRE-LOADING offers the option to undo (reverse) pre-distributions. Optionally, the entire pre-distribution of an article or the amount of the article for an individual block can be cancelled.

was ordered, whereby, as far as possible transport units are not divided.

- + In Version 3, picking takes place according to previously defined priorities. Percentages express these priorities for each individual customer. They are accumulated and booked to the blocks. During the later fine dispatch, the percentages in the in-

dication on the picker's display are already taken into account so it is clear if there is still a need to dispatch more.

To ensure maximum flexibility, PRE-LOADING offers the option to reverse pre-dispatch. Optionally, the entire pre-dispatch of an article or the amount of the article for an individual block can be cancelled.

A small reference book



For all those who want to read up about something in a quiet moment, there's now a small reference book: „dispotool LIGHT – the book for artisan bakeries“. It explains on 55 pages the dispotool LIGHT paperless goods picking system and its different modules, and also presents the various dispatch options. The book describes the various conditions that are necessary to achieve maximum benefit with this system. One learns how dispotool LIGHT's components can be implemented in an optimum way in day-to-day operations.

The book is available in printed form in German and English. Please send your order to: dispotool@toolbox-software.com or scan the QR Code.

You can order free of charge under the QR Code



We are there for you at these trade fairs in 2016 and 2017!



08. – 11.10.2016
Las Vegas, USA
Booth 9241



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



07. – 09.11.2016
Dubai, UAE
German Community Booth
Booth F2-9



15. – 17.01.2017
Nürnberg, Germany
Bäko-Hall 3A, Booth 4



13. – 16.03.2017
Moscow, Russia
Hall Forum



04. – 10.05.2017
Düsseldorf, Germany
Hall 3, Booth 3E26

A House of Encounter and Exchange



toolbox sees itself not purely as a software developer or system house, and not as a consultancy company either, moreover, as a companion and carer. What's that supposed to mean? Well, it's someone who enters into the discussion at an early stage and accompanies the project- whether it involves logistics, order-picking or IT. Someone who, has knowledge that is as broad as it is detailed, of a large number of applications in the baking industry. Someone who contributes a lot of practical experience to the considerations and planning. All **toolbox**'s specialists have already spent so many nights in the dispatch departments of a wide variety of businesses that they know every single problem, the stress factors and evasive manoeuvres that can only be seen when "the house is on fire".

It is clear to all the **toolbox** staff that the question is not one of logistics, order-picking or IT alone, it's about solutions for a highly complex area of the company - whose functioning or non-functioning has a decisive effect on external image and customer satisfaction. That's why there's no "one size fits all" solution but a particular solution for each one. **toolbox**'s advisers can allow themselves to be neutral because **disptool** offers many options to organize order-picking and dispatch: Pick-to-Light, Put-to-Light, Pick-by-Voice, Pick-by-Vision, PRE-DISPATCHING, PRE-LOADING etc. That's why **toolbox** starts to evaluate existing solutions, objectives and possible modifications as early as possible. It's always a collaborative process with the client, and this process doesn't end with the installation and training of staff.

That's because businesses don't standstill. Larger volumes, new vehicle routes, special clients, staff changes – they all affect the processes in the dispatch and order

-picking departments. That's why **toolbox** offers its clients the opportunity to reconvene at selected or even regular intervals to analyze the procedures and look for further optimization possibilities.



toolbox CEO Sascha Egener:

»We don't want to sell programs, we want to work out solutions. Selling programs doesn't help either the client nor us in the long run.«

Of course, this can be done in the factory, however, seeing it from another view is sometimes helpful. **toolbox** has therefore built a consultancy and training center at the company headquarters in Eschweiler. It can be used, for example, for seminars to which a company sends a group consisting of well-trained staff to 50% and the other 50% of beginners. The stress is gone, the atmosphere becomes calmer and the learning effect is enormous. It is equally possible for dispatch managers, IT people and management staff to meet in Eschweiler and, to be at a distance from their own organization, clarify fundamental questions or "brainstorm" optimization opportunities together with **toolbox** specialists. Open seminars, as a rule, organized by specific topics, also offer an opportunity to gain inspiration - in complete mental separation from one's own company or to visit other bakeries.

The fact that the evening get-together does not infrequently turn into an "exchange of experience" group is a beneficial side-effect.

Modern goods dispatch in the bakery of the famous auto city Toljatti on the Volga



Tolyatti is a town in the Samara oblast (province) in the Volga Federal District. The town's original name was Stawropol-Wolschskij. It was renamed to its current name in 1964 in honor of the Italian communist Palmiro Togliatti. The connection with Italy is no incident. In the 1960's, here on the Volga, the Soviet Union founded, with Fiat's help, the car factory that supplied and still supplies cars to millions of people in Russia. The first "Zhiguli" came off the assembly line in 1970, better known internationally as the "Lada".



General director
Jurij Zelencov

A series of foreign investors have now become aware of this town on the Volga, which currently has a population over 700,000.

Toljattichleb (Toljatti Bread) with its three factories is not only the regional champion in the fresh bread and bread rolls market, it is also a supplier of long-life bakery goods, zwieback and confectionery. Whether they are supermarkets, nurseries, schools or hospitals – they all belong to the customers of the former state-owned combine, now a private limited company (AO). The

Nowadays, the region is considered to be economically highly developed. The mechanical engineering, chemicals and food industries have production facilities here.

daily production of bread alone amounts to 90 tons of bakery goods, which need to be dispatched among the various deliveries for approx. 2,100 customers.

Facts & Figures

AO Toljattichleb
Golosova st. 16
445035 Toljatti, Russia
www.thleb.ru



Product range:

30 types of bread
10 types of baguette
15 types of bread rolls
3 types of "Baranki" (bublik)

Number of customers: 2,100

Dispatch area: 1,080 m²



16 truck ramps

60 dispatch employees (4 shift managers, 4 PC operators, 12 picker, 40 loaders)

Vehicle fleet 45 vehicles

toolbox customer since 2015

Module: dispotool-ENTERPRISE with MULTIPLE PICKING and PRE-LOADING

Packaging takes place in standardized plastic crates with a base area of 60 x 40 cm and 14 cm height, which must be loaded with the products in a pre-defined pattern.

Since the fall of 2015, Toljattichleb has used dispotool ENTERPRISE with the MULTIPLE PICKING and PRE-LOADING modules to pick orders - both for the part of the goods that is transported from one factory to another in big trucks - as well as for the part that is delivered by small maneuverable transporters to all the parts of the town, where they are eagerly awaited by recipients and their customers. The product range is highly diverse and comprises of 30 types of bread, 10 baguette variants and 15 different bread rolls. In addition, there are pastries, three different kinds of "Baranki" (bublik), an extremely popular ring-shaped dryly-baked products, and - by old tradition - produced in-house breadcrumbs and malt beer as well. Whenever required and by special order, there is also "Karavay", a sweet, richly decorated bread that people enjoy eating on religious and public holidays.

The order-picking zone is divided into two blocks for which the goods arriving continuously from the production unit are pre-dispatched using PRE-LOADING (see also Page 5), and finely-dispatched within the blocks on the Put-to-Light principle. The holding areas are allocated to the customers. After calling up the respective article in the system, the displays above the holding areas indicate how many items of this article must be earmarked for the respective customer at "his" area.

The time window for picking extends from 7:00 PM. in the evening to 06:00 AM. in the early morning. Another dispatch takes place around midday to put together fresh replenishment deliveries for hospitals and canteens. Order-picking employs a staff of 60, including 4 shift managers, 4 PC operators, 12 picker and 40 loaders. The trucks and transporters dock at 16 HGV ramps and collect the load that has been assembled into delivery rounds.

In the meantime, Logistics Manager Oleg Sobstvenikov can hardly imagine how he could survive without the help of dispotool. The demands of customers and business partners for punctuality and accurate delivery have increased enormously. Hereby, when starting one year ago, a big challenge was needed to be overcome. When all the computers, control columns and displays began to access the network simultaneously, it reported an overload. Together with the dispotool installers, Sobstvenikov and his technicians re-cabled the entire order-picking area in a "cloak-and-dagger operation". By doing so, they backed up the dispatch and won the beaming smiles on the faces of the order-pickers and drivers, and above all, on the customers' faces. Nowadays, Toljatti is not only a significant industrial town, it is also an attractive travel destination for tourists from Russia and abroad. In the end, whether in a hotel or at a buffet on board a Volga steamer, they cannot do without their fresh bread rolls for breakfast.

An introduction

Language not only conveys information but also emotions, culture, tradition, social conventions and customs. The way one speaks, the musicality of the sentences and the associations one conjures - none of that is learned at school - but is received as a gift through coexistence in society. Therefore, being at home in a language is not the same as "merely" understanding it.

toolbox's customers live in quite different regions and cultures of this world. Communication between them and **toolbox** service specialists is a crucial component of our shared success. That's why the personnel development of this software and system house in Eschweiler, Germany, focuses specifically on employees from completely different countries of the world.



One of them is **Waldemar Appelhans**. He was born in Almaty, Kazakhstan, which at that time, still belonged to the CIS countries (Russian Commonwealth). As the name suggests, Appelhans descended from a family with German roots that has never ceased to foster the German language.

That made it easier for the young man to feel comfortable in his new environment, to build friendships and to successfully complete his schooling when he relocated to Germany as a 17-year-old in 1992. He then studied Medical Engineering at the Dortmund University of Applied Sciences and graduated with a Bachelor's degree. He gained his first professional experience in a company, its main business being the export of German technology to Russia and the CIS countries. He joined **toolbox** four years later, and here again, he was able to combine his understanding and feeling from his childhood homeland with the knowledge and challenges of his profession in the world in which he now lives. Waldemar Appelhans has been responsible for service in all the Russian-speaking countries since November 2014.

By the way, he is also one of seven **toolbox** employees with Russian-German roots, and perhaps that's also one reason why the number of dispotool users in Russia and the CIS countries has more than doubled in the past two years. The people feel they are understood by him and his colleagues.

Language also does not play an unimportant role for Waldemar Appelhans at home. He is married to a German studies specialist, and their two children - aged 2 and 11 - learn both languages.

A guaranteed hit – international toolbox roadshows

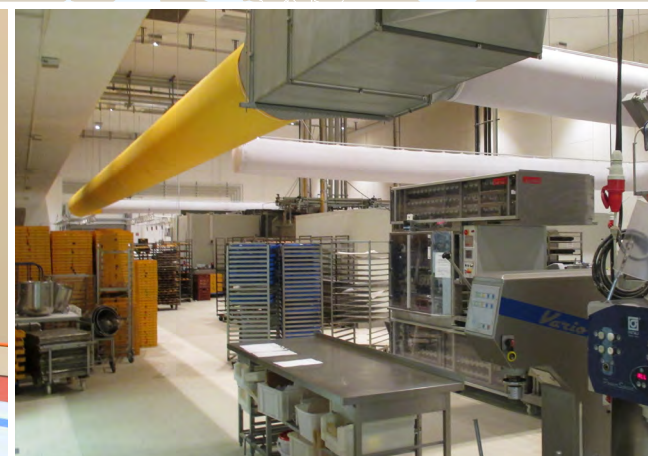
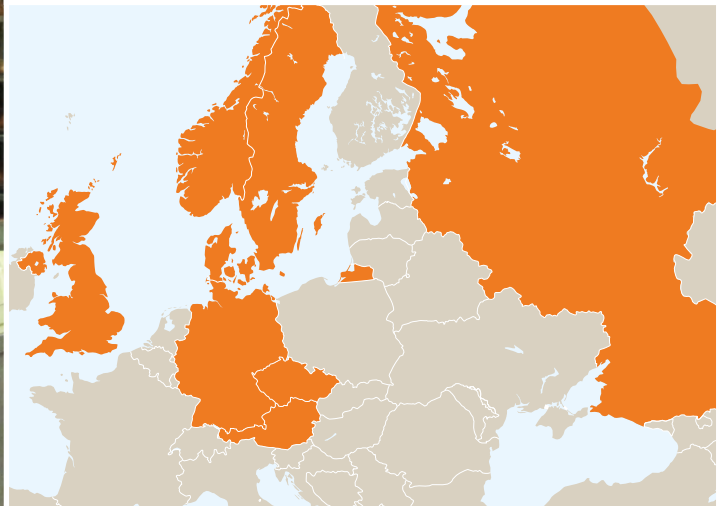
Seeing new solutions, looking over colleagues' shoulders while they work, talking shop with logistics experts and getting to know about new factories – these were individual users' responses to questions when **toolbox** got its roadshow under way, and it has become a real hit during the past few months. Many businesses in Russia, Scandinavia, Germany, Austria and Switzerland opened their doors for colleagues. Representatives from an average of 8 companies visited the respective events. Just right for an exchange of experience in intensive discussions with one another, in which there were good tips and ideas from both sides. This benefited not only the visitors but also the companies they visited.

Preparations for next year have already started. The **toolbox** roadshow will visit the Kraus bakery in Cologne, among others, which supplies its own 40 branches in the cathedral city every day.

The way the logistics are carried out perfectly even though the product range changes every two weeks can be seen at the Henning Bakery in Rüssen-Keinstorkwitz, where breads and rolls are distributed via displays to the holding areas for its approx. 70 branches. In late fall this year there will be an expansion for the cakes and pastries that are so important in Saxony and whose distribution was still being carried out using paper notes until now.



More information at



Visit to the Swabian Alb and to Twer, Russia

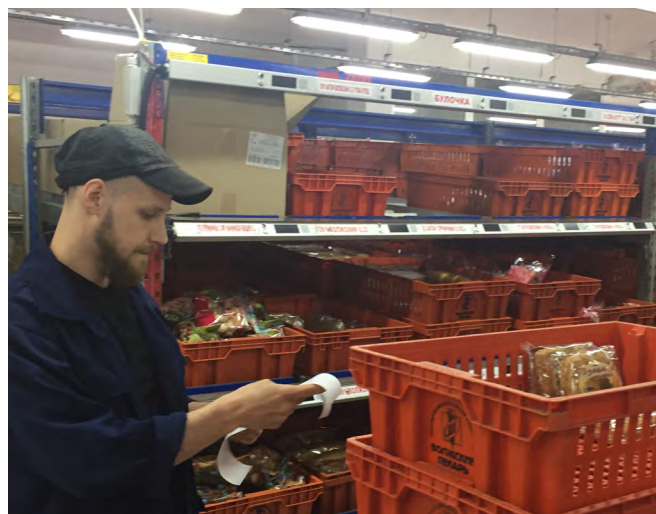
BECK A BECK

Römerstein lies in the eastern part of the plateau of the Swabian Alb, and the name is no coincidence. Its colonization is said to trace back to the Roman settlement of Clarenna. This region, which is definitely rich in history in other respects, is where Heinrich Beck bakes his “Weckle” (bread rolls), “Seelen” (a regional specialty made from a very soft wheat dough) and an extensive assortment of breads of organic quality. They are sold in the 17 specialist outlets of the “Becka Beck”, as Beck calls himself nowadays. Cookies, cakes, topped “Weckle” and flatbreads round off the slow food partner’s product assortment. Excellent hot meals are also available in the five cafés, whether with regionally substantial “Cheese Spätzle” and “Maultaschen” (Swabian raviolis) or with highly modern vegetarian burgers. This wide product range not only needs to be prepared but also to arrive at the branches in the correct number and amount. To ensure that it works as smoothly for bread and bread rolls as for cakes and snacks, Heinrich Beck chose the order picking system dispotool in 2014. Production Manager Jochen Eggert personally showed five roadshow participants around the production and dispatch departments in late June. He not only showed them how easily the system functions but also answered a number of questions. The feedback from the participants was very positive.



Bread and roll production in the Swabian bakery Becka Beck for daily deliveries to its own 17 specialist retail outlets

ОАО Волжский Пекар в Твер, Russia, produces among others, for the Finnish Fazer Group, and supplies the Russian food retail with a series of Russian specialties such as the classical hard-baked dough rings in various sizes that can be typically found in every Russian household. Moreover, the product range also includes wafers, cakes, cookies and special delicatessen bread. The company has been using the dispotool order-picking system with Matrix displays since 2014 to order-pick the extensive variety of goods. The dispotool roadshow made a stopover in Twer in mid-May. In the early evening, Sergej Ronn, dispotool expert and also expert on Russia, described the many possibilities obtainable by using dispotool to the nine participants. The participants were able to watch the system live and in action during the following night, and were also allowed to call up and track dispatch actions on a test basis.



A nighttime visit to OAO Volzhskij Pekar in Twer. This Russian bakery supplies a wide range of cookies, cakes, wafers, delicatessen bread and baranki to the retail

LOGIS⁺ This awaits you in the next issue:

+ You can't buy the Bertschi Collection in the nearest corner shop. But you can order it, and even have it delivered to your home, because the Bertschi Bakery in Zürich is solely a delivery business. The Frisch Creations Collection includes bread, bread rolls and pastries of the highest artisan standard, together with sandwiches, canapés, pastries and tea cookies, that need to be delivered to more than 500 resellers and bulk purchasers. But that's not all. Hotels, Caterers and major distributors also want to be supplied with the treasures from this collection of frozen baked products, e.g. part-baked breads and bread rolls, pre-proofed croissants, unproofed nut sticks or fully baked muffins. 1300 items in five aggregate steps and all that on 365 days a year – Bertschi's owner Christian Hertig and his Operations Manager Markus Brantner allow us to look behind the scenes and reveal the secret of their logistical masterpiece.



+ Don't you know it? You glance into a totally strange garage and see one of your own shipping crates. The fact that shipping crates "go missing" has been a nuisance for as long as there have been bakers who pack their goods into crates for transport – even if it's only from the bakery to their own shops. However, there's a cure for that, or more accurately, **toolbox** has developed a cure. In the next issue, we will explain how it is administered and how it can be used to get a grip on the shrinkage.

A renegade in the South Seas: This transport crate belonging to GWF (Georg Weston) in Australia, also known there as Tip Top Bakeries, reappears in Palau in the Western Pacific



+ Decentralized goods distribution sounds slightly strange, but it's not. At least not if there's a need to supply a very large number of very small customers who, for example, come to the branches to collect their goods themselves. It sounds like a pleasant simplification, but requires organization to ensure the sales staff in the branches are not distracted from their real work, which is selling. A ticket system to do this is available from dispotool. The goods are delivered together with the branch's order. At the same time the shop receives a ticket for each self-collect customer, stating clearly which of the goods from the separate shipping crates is intended for which customer.



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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