

# New global supply operation guarantees quick delivery of parts

Tecan's restructured global demand planning operations has been running since July 2009, supplying stock through two central warehouses in Bad Säckingen, Germany and Raleigh, North Carolina, USA, as well as two local warehouses in China and Japan, to ensure faster delivery of Tecan spare parts and consumables products.



Urs Käppeli, head of the new global demand planning team

Previously, stocks were locally managed by the different regional organizations, with limited global overview of the supply arrangements. With the new process, three global demand planning managers communicate with the four production plants and external suppliers on one hand, and the distribution managers of the two central warehouses on the other, to maintain a balance between demand and stock levels.



Tecan's central warehouse in Bad Säckingen, Germany

One demand planning manager is based in the US and manages the detection spare parts, while two members of the team are based in Switzerland and handle the liquid handling and robotic spare parts, as well as the supply of all Tecan consumables (disposable tips, troughs, tubes etc) in both central warehouses. Although geographically separated, they work from the same materials requirements planning (MRP) lists

and, using the SAP ERP system, the three planning managers are able to coordinate the global operation more efficiently. With the new structure, the customers benefit from a service department that is in a better position to supply any of the 3,000 parts to the field service engineers within due time.

Urs Käppeli, head of the new global demand planning team, explained: "Tecan's on-time delivery rate for new instruments has already been around 99.2 %, and the new global demand planning operation was conceived with the aim to improve on-time delivery rates for the after-sales items as well, plus control the stock of such items globally. For this, we needed a new organizational structure. The introduction of the new structure went very smoothly and everything is running well. Efficient global communication processes have been established and the planning parameters of the items that are most commonly required by the service engineers have been determined."

"The whole goal behind this operation is to have happier customers. It's great to work for a company that realizes what needs to be done to strive for greater customer satisfaction. All my colleagues understand what they need to do in order to achieve that, and we are on track to see the improvements," Urs concluded.



Scheme for the global overview of stock supply