



Delivering Differently for the DFC

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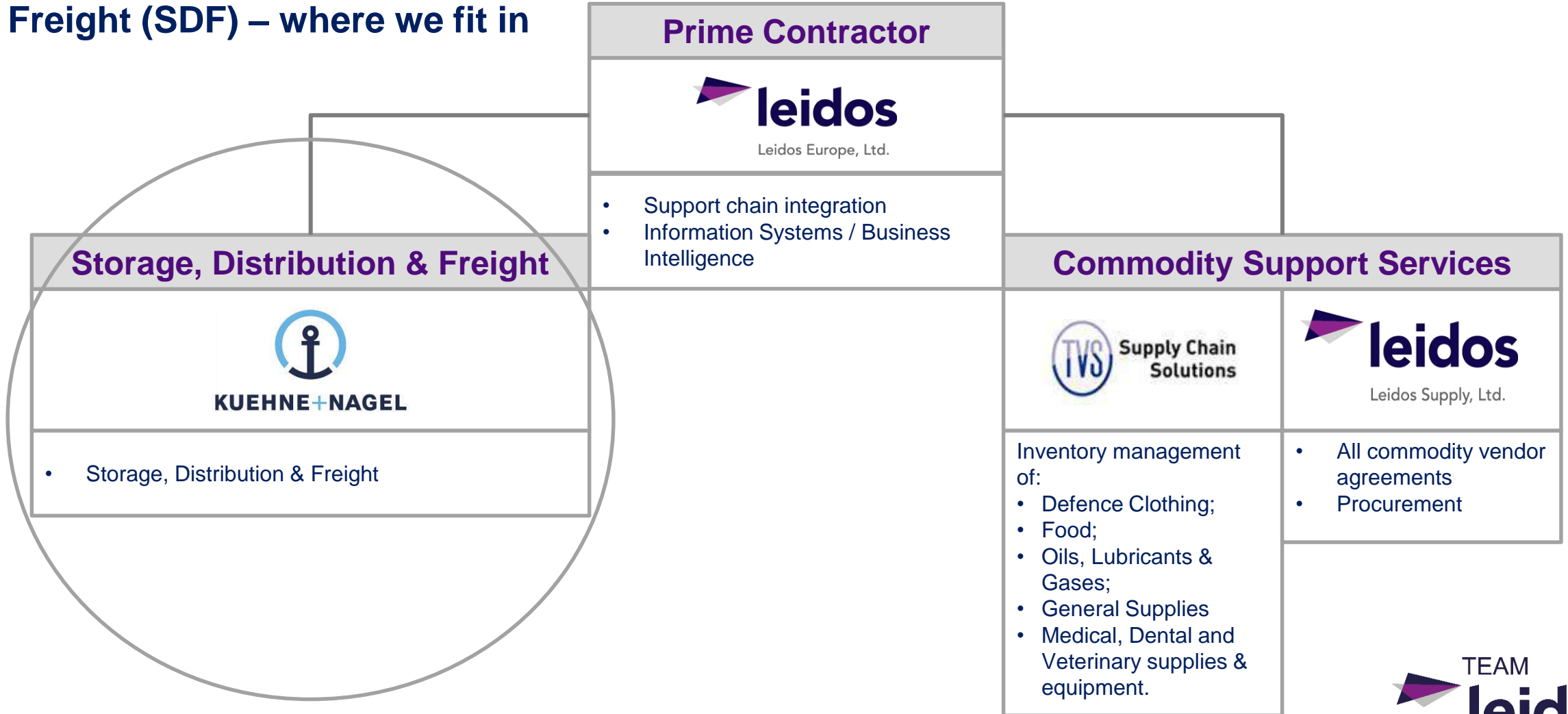
Delivering Differently for the DFC

Workshop Agenda:

- Introduction to Storage, Distribution & Freight (SDF)
- Current State
- Future State
- The Perfect Delivery
- Managing Performance
- Visual Displays - JDA
- Questions and Answers
- Site Tour



Storage, Distribution & Freight (SDF) – where we fit in



Two main SDF customers

Project Teams in DE&S

- for whom we provide a storage service, with associated tech services e.g. inspection, calibration
-

Front Line Commands

- for whom we provide distribution and freight services worldwide

IMPROVE CUSTOMER SERVICE



Storage Distribution & Freight – Current State

- Large number of legacy warehouses across the UK
 - Buildings with low levels of investment
 - Fragmented storage
 - Little delivery consolidation
- Inefficient legacy IT systems
 - Limited traceability
 - Low levels of trust in data
- Warehousing & transportation productivities low



Storage Distribution and Freight – Future Position

- Defence Fulfilment Centre (DFC) - fast moving
 - ASRS – 75% Pick Volumes
 - 360,000 Storage Locations
- New systems
 - Warehouse Management (JDA)
 - ASRS - WCS
 - Transportation Management (Oracle)
- Re-brigading of retained sites
 - Implementation of new systems cross site
 - Re designing storage end state



- Transition to the new solution
 - Stock building until March 2019
 - 4500 issue vouchers per day from DFC
 - i.e. 75% of all demands (by number)

Defence Fulfilment Centre (DFC)

A state of the art 850,000 ft² DFC in Donnington

- £83M investment in the Defence Fulfilment Centre
- £40M investment in new information systems
- £500M of savings to the taxpayer by 2028

Officially opened 4th April 2017 by Minister for Defence Procurement, Harriett Baldwin

To enable:

- consolidation of fast moving items into ASRS
- demands to be routed to and handled by a single site
- optimised storage and streamlined distribution
- consolidated deliveries



Defence Fulfilment Centre (DFC)

DFC provides:

- improved visibility & control
- improved speed & reliability
- improved service at less cost

WITH YOUR HELP we can ensure that Front Line Commands get:

- what they need, where & when they need it



Storage Distribution & Freight – Perfect Deliveries

FROM:

- ✗ Inaccuracies around Quality, Quantity, Labelling, Paperwork, Pack size
- ✗ Safety issues – materials presentation
- ✗ Site procedures not being followed



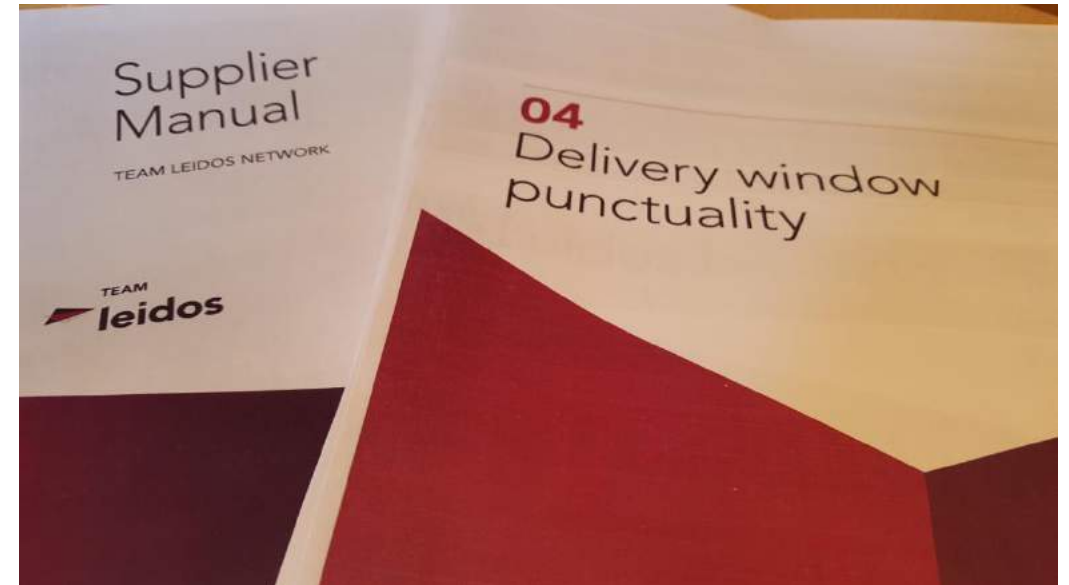
TO:

- ✓ Improvements to standards & procedures
- ✓ Booking in / pre-advice creation
- ✓ Delivery presentation
- ✓ Labelling



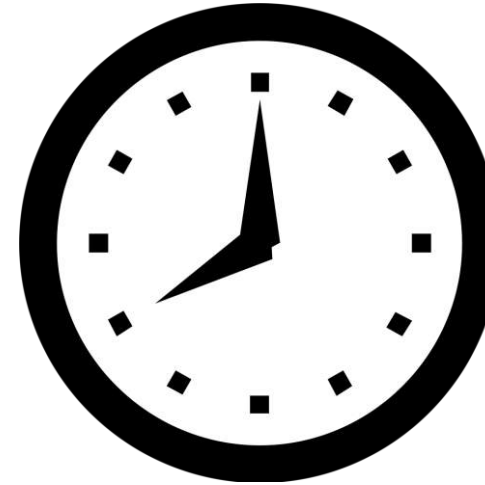
Storage Distribution & Freight – Perfect Deliveries

- Your co-operation & compliance will be key
- Team Leidos' Supplier Manual
 - Expectations for delivery & presentation
 - Processes & procedures
 - Metrics
 - Managing Supplier Performance
- A link to the Supplier Manual is available on the Emptoris Supplier Portal at <https://www.leidos-supply.uk/>



Storage Distribution & Freight – Perfect Deliveries

- Book in your delivery, with at least 24hrs notice, with the DFC or other Team Leidos building.
- The allocated delivery time and booking reference must be written on your delivery paperwork.
- Pre-advise the DFC or other Team Leidos building of the carrier name, delivery vehicle registration, trailer number, driver name and vehicle type.



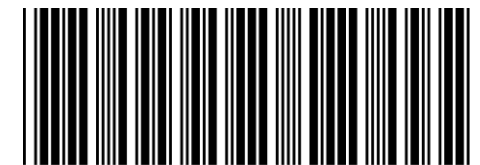
Storage Distribution & Freight – Perfect Deliveries

- Ensure your delivery driver has a copy of the delivery paperwork, booking reference and delivery time available on arrival at the security gatehouse.
- Ensure that the type and size of the delivery vehicle is compatible with the operation.



Storage Distribution & Freight – Perfect Deliveries

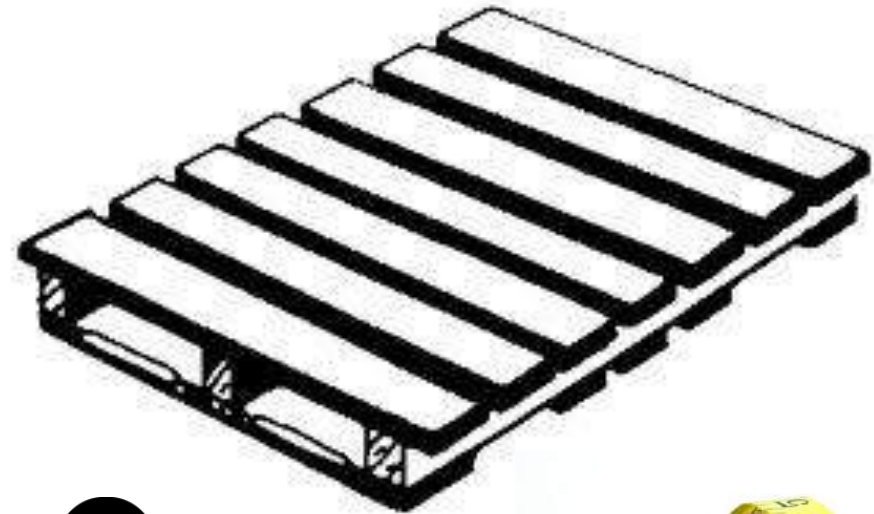
- Ensure your goods are correctly packed and presented in accordance with requirements.
- All your pallets, cases and individual items have the correct labels and barcodes.
- Ensure your goods are safely and securely loaded, and clearly marked for delivery to the appropriate DFC warehouse or other Team Leidos building.
- Your items are not obstructed on the vehicle by other customers' deliveries.



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Storage Distribution & Freight – Perfect Deliveries

- Palletised goods must be on NATO specification pallets (or equivalent), and single pallets must not exceed 1,000mm overall height and 1,000 kgs weight.
- Any double-stacked pallets must not exceed 1,000kgs per lift and 2,000mm total stack height.
- Your delivery paperwork must be complete, and must exactly match the goods on the vehicle.



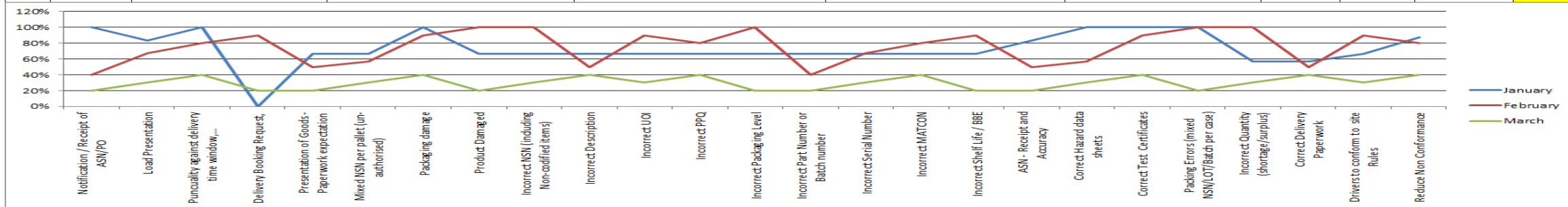
Storage Distribution & Freight – Perfect Deliveries

- The delivery driver has the correct PPE – Hi-Viz jacket plus Safety Shoes and Gloves as required.
- The delivery driver must be carrying a valid photo-ID (driving licence, passport or national identity card) in order to gain access to the site.
- Mandatory adherence to all Site Rules, Site Health and Safety Guidelines together with being courteous at all times to site team members, contractors and other visiting drivers.



Storage Distribution & Freight – Managing Supplier Performance

Customer / Ref	Total Deliveries	Month	Year							
Ser	Category	Key performance indicator (KPI)	Performance target	Measurement	Eceptions	Purpose	Acceptable Score (GOLD - 100%, SILVER 70 - 89%, BRONZE 50 to 69%)	Score this month	Variance from acceptable score	Customer Rating
1	Delivery	Notification / Receipt of ASN/PO	Booking request received NLT 12 Hours before vehicle planned arrival time	%Total agreed Bookings v Total Failed bookings	Fixed Booking Slots - frequent suppliers can be allocated, on request, a fixed booking slot, cancellations must be received at least 24 hours in advance - recorded as a Non conformance. For High Priority bookings a phone call and email the DFC, do not use the web portal, a delivery time MUST be agreed prior to despatch.	Management of stock in the DFC - Pallet putaway rules met	8	8	100%	GOLD
2	Delivery	Load Presentation	Goods delivered on Standard NATO pallet, goods palletised, shrink wrapped, plastic and metal banding not accepted.	%Total conforming pallets v total non conforming pallets	Nil	Manage off load and receipt of stock for planned orders	6	5	83%	SILVER
3	Delivery	Puncuality against delivery time window, ammendments and cancellations	Deliveries to arrive NLT 30 minutes before or after agreed booking time. Booking ammendments to be completed within 24 hours, Any cancellation to be notified 24 hours prior to the delivery date	%Total Planned bookings v late arrival	Deliveries delayed in EXCEPTIONAL Circumstances will not be classed as late - provided the site has be pre advised using the method agreed for booking, the estimated arrival time (new) must be provided. The site will review and advise IF it can still be recieved, this may result in supplier having to re-book. This will resort in a Non-compliance.	Manage the availability of dock doors for inbound stock	6	6	100%	GOLD



Questions? Challenges? Ideas? - Over to you....

1. What, if anything, requires clarification?
2. What, if anything, is preventing you from achieving the PERFECT DELIVERY now?
3. How can we work together to overcome any challenges?

