

## CONSUMER ELECTRONICS



SUPPLY CHAIN SOLUTIONS

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## INTRODUCTION

NYK Logistics offers a total package of supply chain services developed in line with the specific needs of consumer electronics companies.

Services range from global supply chain management, importation, storage and Customs Clearance, through to delivery to the end user and beyond, with collection of returns and WEEE management, with tracking facilities for full operational transparency.



## SUPPLY CHAIN SERVICES

NYK Logistics operates dedicated contracts in a shared user environment, within technically advanced, high security distribution centres. This enables customers to minimise their operational costs, whilst benefiting from a flexible walls environment, allowing for fluctuations in volumes.

With retailers looking to minimise both inventory and lead times, flexibility and responsiveness are key. Services include:

- High security warehousing
- Consolidation
- Next day distribution
- Shared-user and dedicated distribution
- Home delivery
- Satellite vehicle tracking
- Secure online POD
- Extensive range of value added options
- Quality control checks



## ADDING VALUE

NYK Logistics provides a range of services which enable consumer electronics companies to provide ready-to-despatch products to meet their clients' requirements. These include:

- System building
- Customer equipment modifications
- Component replacement
- Bar coding and serial number capture
- Volume and weight data capture
- Kitting
- Kimbling
- Rework

Product customisation options range from insertion of point-of-sale material and customer labelling, to complex tasks such as technical configuration and bundling of multiple elements. These options include:

- Returns management
- Product refurbishment
- Product repair
- Soak testing
- Spares management

## PACKAGING SERVICES

Packaging services are provided in line with the requirements of retailers, mail order companies and end-users. These include:

- Overcartoning
- Repacking
- Re-labelling
- Heal-seal wrapping
- Banding

## FURTHER OPTIONS

A range of further service options are available:

- E-commerce
- Technical helpdesk
- Call centre management

## TECHNOLOGY

NYK Logistics provides robust technology based solutions covering route planning, tracking, proof of delivery and the management of returns.

Seamless IT integration provides clients with real-time information. Technology includes:

- EDI and SAP links
- DPS-Logix route planning
- Opus and Manhattan warehouse management systems
- Orchid satellite vehicle tracking
- Returns processing software suite
- Nokia Digital Pen with Anoto functionality
- Extranet links

## KEY PERFORMANCE INDICATORS

KPI'S can be tailored to cover:

- Order management reporting
- Orders despatched
- Open order analysis
- Warehouse operations reporting
- ABC analysis by value and SKU
- Permanent inventory report
- Cycle count
- Distribution operations reporting
- Cost analysis

## MEETING NEW LEGISLATION

A flexible approach to new legislation, such as the EU Waste of Electrical and Electronic (WEEE) directive and the Restriction of Hazardous Substances (RoHS) regulations, is essential. Products in the 10 main categories must meet the regulatory standards of WEEE and RoHS.

- Large household appliances
- Small household appliances
- IT and telecoms equipment
- Consumer equipment
- Lighting equipment
- Electrical and electronic tools
- Toys, leisure and sports equipment
- Medical devices
- Monitoring and control instruments
- Automatic dispensers

NYK Logistics can manage the supply chain implications of this legislation to minimise any impact on clients' profitability and customers.

WEEE services provided include:

- Collection
- Recycling
- Disposal

## LONG TERM INVESTMENT

Operations of this size and complexity require a significant investment in equipment, trained personnel and secure facilities.

NYK Logistics, as part of the global transportation conglomerate, the NYK Group, has the resources on hand to make the necessary long-term investments in dedicated resources to fully support the client base.

Investment is essential with any logistics operation, but is of particular importance in the electronics sector. NYK Logistics continues to provide increasingly sophisticated value added warehousing operations and invests in expertise, advanced equipment and IT systems to achieve this.

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