



Knowledge and capacity on demand

Collaboration pays off

Alstom Transport is a manufacturer of rolling stock and signalling systems. Various regional and national carriers use Alstom products. Alstom's branch in Ridderkerk supplies and repairs spare parts for customers in the Netherlands. In addition, parts of new traction installations are built at this location for customers worldwide. Gordian and Alstom Ridderkerk have had a close relationship for years, with Gordian offering both structural and on-demand support in the field of spare parts planning, supply chain optimization and logistics tooling. This collaboration has resulted in an improved performance of internal processes and a better availability of (spare) parts.



Planning Services

In order to be able to meet new availability agreements with customers, Alstom was looking for structural support of its inventory planning with tooling and tactical planning capacity. Through Planning Services, Gordian provides various services to Alstom. Every month, Alstom uses the Gordian Spare Parts Management Studio to analyse exceptions, such as peaks in historical consumption or in the delivery time, and calculate new inventory parameters for a large part of Alstom's assortment. In addition, Gordian helps the tactical inventory planner with compiling a monthly KPI report, including setting out improvement actions. With a multitude of quantitative and qualitative analyses, Gordian contributes to the continuous improvement of Alstom's logistics chain. Think, for example, of research into obsolescence or the analysis of SLA contracts.



Interim supply chain manager

A shift in organizational focus, from new construction to repair, created the need to establish an improved supply chain. To achieve the most important goal, improving the performance towards customers, Gordian provided an interim supply chain manager to help streamline Alstom's supply chain. Initially, we focused on setting up a supply chain department that took over the coordination of the supply chain. Complex processes were mapped out and adjusted where necessary. We also looked at the responsibilities within the organisation, as they shifted over the years. Key Performance Indicators were actively researched to identify and address the real drivers of misperformance. These actions have led to an increase in the delivery reliability to Alstom's customers.



Tailor-made logistics tooling

Several processes were insufficiently supported by modern software solutions, causing unnecessary delays and errors. In addition, management had insufficient insight into the performance of the processes for which they are responsible. Gordian supports Alstom in the optimal design of the ERP system and the development of tailor-made tooling, if the current systems cannot meet new requirements. These tools are used in the daily processes of Alstom and are carried out without undue delay. Thanks to improved insight into the supply chain performance, Alstom's management can make timely adjustments and is back in control.

As a result of the collaboration, Alstom is able, where necessary, to quickly call on Gordian's knowledge and capacity, both on a project and on a structural basis. This has led to improved processes and performance in several areas.



"Solid expertise in understanding the supply chain, driven to improve performance and that in a good team environment"

Erik van de Poel - Manager Operations & Supply Chain

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