

Sophisticated trip planning

KOINOR relies on PTV's solution for multi-level trip planning with production control

KOINOR, a manufacturer of upholstered furniture, uses professional vehicle and crew scheduling software, resulting in improved services and punctual deliveries. "We are very pleased about the results," says Bernd Dahm. In his role as KOINOR's Technical Manager he oversees production and logistics.

User: **KOINOR**, founded in 1953, one of Europe's leading manufacturers of upholstered furniture, processes approx. 600,000 m² of leather and 200,000 metres of cloth. Furniture made 100% in Germany in modern production facilities.

Task: Improved customer service levels and punctual deliveries.

Solution: PTV Intertour schedules deliveries according to the customers' preferred day of delivery and controls an order-based production. The result: Improved customer service, clear structures and punctual deliveries, reduced freight costs, reliable materials management, balanced capacity utilization.

Challenging logistics task

The KOINOR (Koh-i-noor to be exact), one of the world's most famous diamonds, lent us its good name: it stands for design, elegance, durability and beauty," says Bernd Dahm. These high standards are a great challenge not only in manufacturing but also in logistics. Every month, KOINOR exports 12,000 sofas to 30 countries worldwide.

"Our success is based on top design and high quality furniture. Excellent customer service and additional extra services are becoming increasingly important. Delivery routing used to determine when and to which areas the deliveries had to be carried out. However, the scheduled day of delivery often did not match the customer's preferred day or week. Or the order volume did not correspond to our production capacity or material availability," explains Bernd Dahm. The aim was to cut and polish the rough diamond "Trip scheduling" to benefit from its real value.

A perfect solution

"We need a trip planning system which allows us to schedule the deliveries according to the customer's requirements in a sales order-related manufacturing environment. We therefore use PTV Intertour to manage 30 to 40 delivery trips a week taking cost

efficiency and a balanced capacity utilization into account."

Incoming orders are entered including information about the customer's preferred day of delivery and material availability. PTV Intertour then integrates the order into the trip scheduling process to create feasible and cost-effective trips. Within this planning process the order is assigned to one of KOINOR's four plants: the production of the parts starts and the customer is notified of the day of delivery.



Extremely pleased: Markus Frahnert, Trip Planning/Production Control TP/FST Manager, and Bernd Dahm

PTV Intertour is linked to the ERP system via an interface to continuously translate trip-relevant order data into trip and production orders. Factors such as customer access constraints, delays, unloading constraints and loading capacities are included into the planning process. A 24/7 information service on the Internet allows customers to view the current status of their order.

Excellent result

Bernd Dahm summarizes: "PTV Intertour has helped us to considerably improve our delivery services in terms of punctuality. Moreover, we have reduced our freight costs and improved the quality of the entire scheduling process. The trip scheduling software allows us to plan and give customers realistic delivery times. We can now ensure a lead time of six working days and handle complaints in a much more efficient manner. PTV Intertour has indeed met all of our routing and scheduling requirements!"