

# Vehicle routing & scheduling for the furniture industry

Piet Klerkx

**PIET KLERKX**  
de keuze is er reuze

## The task

Piet Klerkx takes care of its furniture deliveries itself in Waalwijk and Amersfoort and also the delivery of ordered furniture to customers from the central delivery centre in Waalwijk (The Netherlands). Since 1997 these activities have also been performed by the Stoutenbeek group. Both companies are subsidiaries of the Mactintosh Retail Group in Maastricht. In order to make use of synergy effects, the logistics and the automation in Waalwijk were put together. Stoutenbeek has businesses in Axel, Amsterdam, Beverwijk, Leiderdorp, Soesterberg and Waalwijk. The delivery of goods is performed with an internal

fleet consisting of more than 30 vehicles. Two thirds of these vehicles drive only for Piet Klerkx and a third drive for Stoutenbeek. In addition, the fleet includes six vans for customer service purposes. Two planners plan the delivery or installation of furniture centrally as well as all customer trips.

## The solution

The physical distribution by Piet Klerkx is organised independently of the goods delivery by Stoutenbeek. In addition, three types of orders are taken into account in PTV Intertour, which can be combined with each other if necessary. Of course, not only the delivery of goods

must be taken into account in planning, but also their installation. The time required for installation is automatically taken into account in the trip planning system. There are also customer service requests, which can be combined with deliveries and installations. A factor, which makes everything more complicated, is the fact that the orders cannot be simply moved to the next day. These planning conditions are passed on to PTV Intertour by SHD, the IT solution for the furniture industry. The trip planning system creates a planning suggestion. The customers can then access information on the planned delivery times using a language guide system.

# PIET KLERKX

de keuze is er reuze

**Piet Klerkx, furniture supplier,  
makes its own deliveries to furniture shops and customers.**

**Delivery of goods with internal fleet  
(over 30 vehicles for delivering plus six vans for customer service),  
planning the delivery of businesses and customers plus installation  
at the customer.**

## The result

Piet Klerkx has been using the vehicle routing & scheduling system PTV Intertour for planning vehicle trips in the Benelux countries since 1999. It is the only trip planning system which uses a standard interface to access SHD, the IT solution for the furniture industry. The two systems complement each other perfectly and integration is complete within a short amount of time. SHD and the PTV head office are both in Germany and the two companies have been working closely together for several years. This means that a great amount of practical experience and knowledge has been built up, something which

customers can benefit from. This makes PTV Intertour the most optimum trip planning system for the furniture industry.

It is the teamwork between Piet Klerkx planners and PTV Nederland advisors which ensures high-quality planning. This is created by practical suggestions by the advisors and by the good feedback from planners on the operational planning. Regular dialog ensures that the planning can be optimised and can be made even more efficient. If an advisor is not available, the planners can contact the 24-hour hotline.