

Case Study

Logistics, Stores and Recycling

The Fujitsu Repair Centre

»Having a well organised and efficient stores and logistics service allows us to deliver to tight customer timescales. We recognise that each customer's needs are unique and we work closely with them to tailor a repair service that meets their requirements.«

Philip Stanley, Supply and Production Control Manager, Fujitsu



The Customer

The Fujitsu Repair Centre operates a nationally recognised stores, logistics and recycling model for major UK and European carriers, including: BT, Mitel, KCom, Jersey Telecom, Telent and many others.

The Challenge

With such a diverse client base, demanding Service Level Agreements (SLAs) and individual customer requirements all to be considered; Fujitsu are challenged to provide world class logistics, stores and recycling services.

The Solution

Fujitsu implements and controls the efficient, cost-effective flow and storage of raw materials, in-process inventory, finished goods and asset management service for repair. This ensures that items are fixed and returned to the right place, at the right time as good as new, with an extended warranty. Fujitsu also maximise the use of components from Beyond Economic Repair (BER) items for recycling into the repair loop.

Fujitsu use partnerships with internationally recognised logistic providers for packages and pallets delivered worldwide. Goods are received at a permanently manned delivery area located within the storage facility where the items are inspected.

The dedicated 6,000 square foot storage facility is certified to ISO OHS86283 and has stringent Health & Safety procedures, a core driver of Fujitsu's exceptional accident record and efficient performance. The team consists of operational staff with responsibilities for booking goods in, scanning barcodes, logging item codes, transferring stock, replenishing stock levels, logistics and maintaining the asset database. The Fujitsu Repair Centre utilises the Glovia Enterprise Resource Planning (ERP) software for all inventory management, which allows codes to be assigned to all incoming items and then tracked through the entire repair process to dispatch.

The Customer

Supporting a customer base from all over Europe including BT, Mitel, KCom, Jersey Telecom, Telent and many others

The Challenge

To provide a world class service to all our customers in:

- Logistics
- Storage
- Recycling

The Solution

Fujitsu provide a complete storage, logistics and recycling solution that is generic in process but tailored to each customer's requirements

The Benefit

- Seamless repair process
- Increased return on product investment
- Customer satisfaction
- Reliable and trusted service provider

The Repair Process

From when a new product is introduced for repair, the following 5 step process is undertaken:

1. The new product is set-up on Glovia, an item code generated and a Bill of Materials produced. Forecasts and work orders (how many components are needed and when) are processed and the components located within the stores facility and created within a pick list. The pick list allows detailed tracking of components and provides early warnings for depleting levels of stock.
2. The product arrives into Goods In requiring repair. The pallet is off-loaded into the stores facility. The item is sorted and intelligent checked to see if BER. The item is then allocated a location within the stores. If the item has a barcode it is scanned, if not, codes are allocated through Glovia and checked to ensure the correct item has arrived.
3. The repair activity is undertaken within the repair facility. Components are allocated from stock, if required. Additional components can be allocated via an internal reporting facility where the Supply and Production Control Manager receives notice of additional items for order. Items found to be BER are either taken apart for component recycling or returned to stores and disposed.
4. The repaired product arrives into the storage facility boxed and is scanned. This will allocate a finished goods receipt detailing item codes and the repair carried out. The Stores team will organise collection of the item and dispatch. All the dates and tracking numbers are logged onto Glovia to capture dispatch date and time.
5. Products found to be BER are disposed of within Waste Electrical and Electronic Equipment (WEEE) regulations on-site. The Fujitsu Repair Centre promise is to maximise the life of the asset by seeking alternatives to obsolete components, holding last-time buy of stock or recycling components from BER units.

The Benefit

Daily contact is made with all logistics providers to ensure that all goods in and out are allocated, items are tracked and special delivery items recorded.

The Fujitsu Repair Centre has established a large and internationally recognised customer base, including; BT, Mitel, Tesco, Marks & Spencer, Dell, Gibraltar Telecom, KCom, Eircom and Belgacom. Working closely in partnership with customers, Fujitsu is able to successfully deliver complicated repair services with relative ease; which is substantiated by many long standing contractual relationships, many of which are over 10 years.

Contact

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Complying with the EC directives, Fujitsu's refurbishment and remanufacturing processes apply a complete WEEE service. Fujitsu operate to WEEE standards, utilise environmentally benign materials and designs, and support customers' compliance with a range of recycle and waste management services.

Fujitsu re-uses packaging, components, plastics and metals where possible. As well as being sustainable and environmentally friendly, it provides best value to customers and prolongs the life of the repaired assets.

The storage, logistics and disposal area of the centre operates stringent and mission critical Health & Safety standards. The following is checked regularly to ensure the safety of Fujitsu's workforce:

- Forklift servicing
- ISO certification
- PPE
- Walkways clear
- Heavy items stored at ground level
- Smarter stock levels, space usage (off-site storage)

Specifically designed, system reference and testing models are set-up to ensure that all repairs are fully checked in normal operation prior to dispatch. This includes checking circuitry and board level components utilising specialist electronic equipment.

Conclusion

With a specialisation in telecommunications and IT systems, Fujitsu's services are focused on preventing the unnecessary waste and disposal of electronic and electro-mechanical hardware. Fujitsu's expertise encompasses the recovery, repair, servicing and, if necessary, the remanufacturing of products – to extend their useful operating life and minimise the volume of stock consigned for landfill. Importantly, Fujitsu complement waste prevention services with bespoke manufacturing capability, particularly of cabling and electronic sub-systems.

About Fujitsu

Fujitsu within the United Kingdom and Ireland provides ICT services to a large number of corporate, government and enterprise businesses, with annual revenues of over £1.5 billion. As a telecommunications specialist, Fujitsu Telecommunications Europe Limited provides expertise in the provision of integrated, end-to-end, next generation network solutions from initial design, development and manufacture through to, implementation, support, operation, maintenance and ongoing network management. In addition, the Fujitsu Repair Centre supports the refurbishment, renovation and repair of an array of telecommunications, retail and IT equipment.

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