

LOSCAM LEADER

Parmalat Milk Products flow south with a little help from Loscam

LOSCAM

To anybody born and bred in Queensland, the name "Pauls" is synonymous with locally-manufactured milk, ice cream and dairy products. Even after the company was purchased by the Italian-based global dairy company Finanziaria SpA in 1998 and renamed "Parmalat", Queenslanders still refer to "Pauls" as their company.

Established back in 1923 with a factory at West End, Pauls' present factory site in South Brisbane covers a huge area, and employs between 330 and 340 people on three shifts a day, seven days a week. With a range of family favourite dairy products that includes "Pauls," "Trim" and "Slim", plus "REV", and "PhysiCAL", the company has a range of valuable brands, is the processing arm for more than 400 dairy farmers in Queensland and processes some 149 million litres of fresh milk annually.

The management of the pallet business is the responsibility of two key Parmalat executives - Kevin Goos, National Supply Manager, and Phil Collins, Distribution Recovery Manager.

For the past 13 years, Pauls then Parmalat, has used Loscam as its preferred, and sole pallet supply company. Each year, it is Phil's job to manage some 40,000 pallets nationally.

"We send stock on Loscam pallets to Darwin in the north to Adelaide in the south, and all points in between," said Phil, when discussing their needs with the "LOSCAM LEADER". "All the stock goes to DCs and to agencies, or third party warehouses."

Kevin said the biggest change he has seen has been the total deregulation of the dairy industry in 1999. Traditionally, crates of product were loaded into distribution vehicles for supermarkets. "Then came the requirement to place the crates of milk onto pallets and deliver everything on pallets. We distribute dairy products from our national distribution centre at Morningside and Hendra to customers in the eastern states and SA, Tasmania and WA, and the need for pallets jumped dramatically."

Phil said that when the relationship started back in 1991, Loscam was supplying hardwood pallets, but the advent of pine pallets, he thought, had been a big improvement because they were lighter and so allowed transport of more product. "The weight of the pallet has been reduced by 20kg, and because the UHT industry standard is 1200kg per pallet, the stock occupies the whole pallet.

"It's critical for our industry to have first class pallets, and just before the Christmas period last year, Loscam delivered to us brand new pallets. We were among the first to receive them and that really helped us out over the Christmas rush. I believe the overall quality standard of Loscam pallets has improved since the company has been put back into the hands of people who understand the business.



Kevin Goos, National Supply Manager (left), and Phil Collins, Distribution Recovery Manager for Parmalat.

"Parmalat is building a relationship with the new Loscam and we are looking forward to the next few years."

One of the Loscam services Phil is very happy with is the use of HMS (Hire Management Service).

"We were one of the first companies in Queensland to use HMS and from Morningside it's progressed to every warehouse we have. We transfer high volumes of pallets between sites via transport companies and direct to DCs.

"We have the system in our mainframe, so it's easy to roll out to other sites. Our staff who control pallets say it's a lot easier to use than the old manual system and traceability is there. We reconcile every month and the information we key into the system is retained for future reference. It gives us the ability to bring back dockets for checking purposes and I can look at any of the 22 sites nationally, and get a picture of what's happening. It's an excellent system compared to others we have looked at."

Each day between 10 and 20 semi-trailers are loaded with Pauls' products out of the Qld DC's, and on any one day, the company would have between 40 and 50 trailers on the road.



Loscam
Quality
Guaranteed
ISO 9001:2000

A streamlined logistics keeps **Grove OJ** flowing to customers

LOSCAM

When you are a major Queensland fruit juice supplier to supermarket chains throughout Australia, Mother Nature has to assist by supplying the juicy oranges that are the basis for Grove Fruit Juice's business. As Queensland is not renowned as a big grower of oranges, Grove has to draw its fruit from elsewhere.

"We draw fruit up to a radius of about 2000km of this building," said Grove General Manager, David Milton. "The majority of it comes from the Riverina region, with some fruit coming out of Mildura. A limited quantity comes from Queensland and it's a very short season. We considered the logistics of full trailer loads of oranges, and how best to get them here. One of the options is using bins but there is a weight factor involved. Also, you have to return them, so there's added cost that way. For us, it was all about logistics."



GM David Milton

We hire all our bins from Loscam on long-time hire for the plant and short-term hire for one-way transport. The company has been dealing with Loscam for more than five years"

To overcome this expense, Grove set up a bulk loading facility. They use a 37-tonne B-double truck with self-tipping facilities for bulk loading. Fruit is transported in the truck in bulk. Once it gets to Brisbane, David utilises Loscam bins to hold the fruit until processing. "In house, we have between 800 and sometimes up to 1000 half-tonne bins, and we simply unload into those bins," he said.

The vehicle is emptied and sent back for more fruit. There are some other deliveries from growers using bins, but where possible, the company utilises the 37-tonne truck. "Sometimes we have smaller volumes coming from certain areas or we



Grove Production Manager, Matthew Cox, Loscam's Ted Jenkins and GM David Milton.

have more volume than our truck can handle. We hire all our bins from Loscam on long-time hire for the plant and short-term hire for one-way transport. The company has been dealing with Loscam for more than five years, initially using a small number of pallets. Then Ted Jenkins suggested Loscam could assist us with bulk bins, and we've gone from there."

Grove is one of the great juice success stories. Commencing back in 1983, Managing Director, Greg Willis bought a one-man home delivery business, bottling juice early in the morning and delivering it in the afternoon. Through hard work and acquisition of other small juice operators, Greg quickly expanded the business.

"I joined the company in 1988, and at that time, I had a small juice business myself," explained David. "I was one of those acquisitions, and Greg asked me to stay and help him as GM. We have added a lot of value to the business since then. Originally, an exclusive home delivery operation, we moved more into retail and started servicing the supermarkets in 1991. Today, the majority of our business is retail, although we still supply three home delivery runs as a kind of legacy to our beginnings."

The market generally, is looking for the minimum processing of the product, added David. "And that demand was our entree into the super-market arena. We are basically a fresh fruit processor - we take fresh fruit and process it into juice. It leaves here every day. Because we need to satisfy various segments of the market, we do product with a 10-day shelf life, and others with longer shelf life. This can vary from 25 days up to 8 weeks.

"We are expanding and currently our growth is running at about 28% a year, even though we keep saying: 'we can't keep doing it!' The longer-term plan is to get ourselves into a larger facility."



Grove's juice range comes in an array of sizes and flavours.

PS IN ADDITION: Mega bins can be easily cleaned and sanitised. Their ventilation allow for fresher fruit and vegetables. Ted can be contacted on 0419 893 264

A case of **like minds** forms strong relationship

LOSCAM

David Wardlow, Managing Director of Premium Wine Bottlers South Australia, readily admits that the business philosophy and attitude he has adopted for his business in South Australia is very similar in nature to that espoused by Loscam. "We are an alternative to the larger wine contract bottling companies, very much like Loscam. We supply a service to bottle wine; Loscam provides a serious alternative to the other larger pallet provider in this country. I love the Loscams of this world"



David with Rick Hastings (Site Manager).

"We have been associated with Loscam for the past 12 months, and what I like about them is they're prompt, responsive, and are very conveniently located."

After a career in the contract wine bottling industry David decided to do his own thing, and just on 12 months ago established Premium Wine Bottler. "We see our market as servicing the small to medium end of the wine bottling business," said David. "We have established plants at both Gawler and Nuriootpa, and our customers come from Claire, Coonawarra, the Barossa Valley, Eden Valley, Riverland and other areas of South Australia. We are a good legitimate alternative to the bigger players in the market."

David said: "Wine is delivered to the bottling plants in bulk and after bottling, the wine is labelled before despatch on Loscam pallets. We're a third-party user and growers send their wine to us on a variety of pallets, so we naturally have to use whatever pallets are sent. We have been associated with Loscam for the past 12 months, and what I like about them is they're prompt, responsive, and are very conveniently located. It would be fair to say they are our preferred supplier, and our representative Lee does a good job. I have also worked with Evan Katsouras for many years, who is well-known in the industry."

David said that he saw 2005 as a year of growth with good prospects ahead.



Premium MD, David Wardlow and Lee Whitbread, Loscam Sales Manager.

FOCUS



Innovation and continuous improvement are important characteristics of successful organisations. They usually indicate that the business has a culture of listening to customers and never relaxing in the quest to be easier to deal with than your competitors.

At Loscam, we pride ourselves on our ability to continuously find ways to improve customer services, and a fundamental step in driving this was achieving the ISO 9001:2000 Quality Accreditation in Australia during 2004, and planned implementation in Asia during 2005.

As a result of customer feedback, we have recently developed Loscam Online, that will enable our customers to directly access their accounts via the Internet to review transactions, download copies of relevant documents or use the analytical tools, trend reports etc.

Our customers have also told us that they want their vehicles turned around more quickly when picking up products from Loscam depots. As a result we have initiated research into technology that will speed up depot transactions. Coupled with a program of upgrading key facilities in both Australia and Asia, we expect to consistently deliver the best vehicle turnaround times in the industry.

Since acquiring the business from GE Capital in August '03, the Loscam team has been focused on building a culture of service excellence and this begins in the Boardroom. For example, customer complaints, particularly those not resolved in 24 hours are a business KPI in our Board documents, and this simple step has driven substantial changes in attitude and behaviour right across the Company.

Neil

Neil McBain



Loscam Leader Barry Wellard State Manager NSW/ACT



How long have you been with Loscam?

Three years.

What do you like about the job?

I like the job because it is both very challenging and rewarding. The challenge is in terms of the volume and type of work required, which leads to a fairly high level of stress but this also gives an exciting edge, with plenty of deadlines to meet, phone calls to make and customers to visit. It's rewarding in many ways with probably the most important being the relationships you form with customers, suppliers and colleagues within the business.

Where were you working prior to Loscam?

ExxonMobil as a Sales Engineer in Industrial Lubricants. May seem like a long way from pallets, but the keys to success are very similar. Establish and maintain good relationships with your customers, exceed their expectations and follow through on commitments.

What changes have you seen in the time you've been working with them?

The most dramatic changes have occurred over the last eighteen months since the departure from GE where we have renewed our focus on our quality, people and processes so that they are geared to meet and exceed our customers expectations on product quality and availability, accurate invoicing and improved customer service. Greater investment in our infrastructure and technology has and will continue to assist this and our customers will continue to see significant improvements this year and continuing into the future.

What are customers looking for from a pallet company?

Quality, in terms of equipment and accuracy of information provided. We strive to make the experience as easy as possible, from minimal

turnaround times in our depots through to friendly customer service and online self-help facilities. We look at opportunities to save our customers money through training and support to ensure accurate and adequate equipment control disciplines are followed, to eliminate costly losses and of course, to providing competitive pricing.

Where do you see the NSW state office going?

We have just commenced another long-term commitment at the current location of the NSW State Office, as it is ideally situated for many of our current and future customers. We are currently investing a great deal of money and effort into upgrading equipment that will provide substantial improvements to the quality of our products. Through the development and improvement of our team, we aim to be better than our competitors and then try to set a benchmark within the Loscam network.

What do you do in your spare time?

I have a lovely wife - Yvette - and three children - Cooper, Nayoka and Oscar, all aged under three, so combining this with my current role doesn't give a lot of free time. In some of that free time I am active in the Sutherland Shire State Emergency Service where I have been for over seven years now, and get involved when we are hit with some of the wild storms. Otherwise, I love to watch motorsports and play golf and socialise with friends when time permits.

Using Loscam has given Unilever **greater flexibility** says Logistic Manager

Mr Iman Sjafei is Unilever Indonesia's Logistic Manager, and it's his job to ensure more than 2.5 million cartons of products like Lipton tea, Rexona and Sunsilk hair products get to the marketplace from two manufacturing plants. No mean feat, when you consider the size of the country.

"I have known about Loscam for some years now, but it was only last year that we decided to use their service," explained Iman. "Having Loscam here in Indonesia, has been beneficial and worked very well for us giving us greater flexibility when requiring pallets. Loscam currently supplies us with about 25,000 pallets on hire.

"Like a number of other multi-national manufacturers, we use third party warehousing and currently, have three companies who warehouse product: Linfox, Exel and a local company called Kamadjaya

Logistics. Of these, Linfox is the biggest and they have space in their Jakarta operation to take 22,000 pallets."

Iman has worked for the company for eight years and joined with an industrial engineering background earned in the United States. He said Unilever's pallet requirements are the same as in any developed market: good quality, reliable access and timeliness of delivery. "We also look to Loscam to assist us to facilitate pallet pooling with the retailers who are our customers."

He said the concept of pallet pooling, while accepted by most international companies in the country, was still in its infancy in Indonesia. "There was another advantage we saw in using Loscam pallets, and that was their knowledge. They have been doing this for a long time elsewhere in Asia and in Australia, so that is extremely helpful and can give us the edge in logistics.

"While I think the pallet pool concept will grow and has been a great benefit to



Iman Sjafei,
Unilever's Logistic
Manager, Indonesia

companies like ours, I don't know how long it will take to become common practice here. Though I think pallet pooling will certainly expand as companies realise the advantages."

Unilever made generous assistance available to the devastated regions of Indonesia after the tsunami disaster, by supplying much-needed Unilever product, as well as making a cash donation.

"Having Loscam here in Indonesia, has been beneficial and worked very well for us giving us greater flexibility when requiring pallets."

PS IN ADDITION: Asia Wooden Pallets are maintained to the highest standard. Loscam Asia Head Office can be contacted on +66 2654 0700

Expertise assists Indonesian customers to streamline logistics

LOSCAM

When most people think of Indonesia, the images of Bali beaches, temples, and the recent terrible tsunami comes to mind. But Indonesia is a lot more than that. The problem faced by manufacturers getting their products to market is a daily battle. Consider for a moment, that Indonesia is the largest archipelago in the world with more than 14,500 islands. It's also home to 220 million people from 365 ethnic backgrounds and groups.

So in other countries where distribution is fairly straightforward, Indonesia's young, vibrant logistics and warehousing industry, has issues that many other countries don't face. A key player in the changing face of Indonesia's logistic business is Loscam Asia. Headed up in Indonesia by Country Manager Mr Zulhizar Hasibuan, the company today, is a major supplier of pallets to the industry.

"One of the things that attracts companies to us, is the growing awareness that an organised pallet pool with top quality pallets is a smart way to streamline product delivery and save both time and money," explained Zul, when speaking to the "LOSCAM LEADER" about the activities in this important Asian nation. "In general, standardisation of logistic components such as transportation (truck design), and packaging including pallet standards is now being driven by industry and its relevant associations.



(L to R): Warehouse Supervisor, Mr Aceng Pahrudin, Finance Executive, Mr Ghatot Kersoharjo, Admin & Customer Service Ms Desi Ekawati, Admin and Country Manager, Zulhizar Hasibuan

existing customers to the pallet-pooling concept. Some customers started with exchange pallets as an embryonic introduction to pooling. Quickly customers realised that Loscam could manage the pallets in their supply chain."

Prior to immersing himself in pallets and pooling, Zul had a sales and marketing background, and sees his new position as a challenge for the newcomer. With four key people running the operation - Zul, Mr Ghatot Kersoharjo as Finance Executive, Ms Desi Ekawati in Administration and Customer Service and Mr Aceng Pahrudin as Warehouse Supervisor, it's a close-knit team. Additional customer service and sales staff, are currently being recruited.

While the country stretches over hundreds of thousands of square kilometres, the main manufacturing tends to happen in two main cities: Jakarta and Surabaya. Jakarta is the main distribution for all of west Indonesia while Surabaya looks after mid and eastern parts of the country. It is in these areas that Loscam supports its main customers like Unilever P&G and the Hero Group who have manufacturing and distribution sites.

"One of the advantages that many of these customers see when they use us, is not only the obvious of saving in time because they can move their product straight to warehouse racking, but also reduction in damaged goods which costs money," added Zul. "The growth of the business has been formidable, with companies like Hero who have a number of supermarkets and hyper-markets under the Giant banner and who started using just a few pallets in 1996, to now, somewhere near 20,000 and growing. They like the fact that we can provide pallets to buffer their shortage problems, and we get very positive feedback on the services we provide.

"Other success stories include Unilever and P&G. We started with Unilever less than a year ago, and they have two third party warehouse suppliers - Linfox and Exel. Every month, more and more Unilever product is transported on Loscam pallets, and while we are just one small part of these companies' successes, it's nice that we can assist them to achieve a bigger share of the Indonesian market."



Country Manager, Zulhizar Hasibuan

Loscam Asia went to the market as a new organisation offering standard pallets, technical support, and an attitude of introducing existing customers to the pallet-pooling concept."

"The trend to outsourcing logistics began around 1995, when a lot of overseas third party logistic companies invested in the country. This has resulted in outsourcing having a positive image with FMCG companies.

"Before Loscam started in Indonesia, almost all FMCG companies using a third party logistic warehouse provider, used their own pallets. They were not standard in size, timber or quality, and there wasn't a huge investment made to provide quality pallets. Some industries still rent through local companies and a typical local supplier only makes his pallets available for original rental, without trying to improve customer efficiency or bring any value propositions that a pooling company provides.

"Loscam Asia went to the market as a new organisation offering standard pallets, technical support, and an attitude of introducing

PS

IN ADDITION: Loscam Asia Wooden Pallets are available through our regional network of depots. Zulhizar can be contacted on +62 812 100 5265

Plastic really is fantastic at **Simplot**

LOSCAM

Wooden pallets are soon to be a thing of the past at Simplot's Bathurst plant, as Loscam plastic pallets are fast taking over traditional wood storage containers used to pack canned and frozen goods. This is part of Simplot Australia's commitment to continue to lead the food industry in areas of world's best practice.

"Ultimately, we are pushing to eliminate wooden pallets from our operation," said Bathurst Production Manager, Graham Wheeler. "Plastic Pallets are lightweight, can be cleaned and sanitised and offer a far more hygienic environment for our facility. This is important to meet our rigorous HACCP and OH&S standards."

Simplot Australia has supplies sent into the Bathurst facility on Loscam plastic pallets. The plastic pallets are stored in the inwards goods area and when emptied are available for use within the plant. The Bathurst plant uses plastic pallets in two areas - the dry facility where canned stock is stored and labelled, and the wet facility used to process, store and pack frozen food.

"Between the two facilities on site we get in the vicinity of 1200 pallets per week, which is the turnover of finished stock," says Graham. "As far as plastic goes, we use it mostly on the frozen side for storage reasons. We store all of our products in steel or cardboard bins. The steel bins have a pallet built into them, but the cardboard bins are freestanding and they go onto plastic pallets. Loscam also supply us with the pallets for the finished product."

At the height of the corn season, which is the plant's busiest time, up to 15,000 bins will be used. "We store up to 12,000 bins



"We have seen a step-up in the condition of pallets coming in, which is good and I've had two forklift drivers come to me in the last 24 hours, to say 'Gee these pallets are great'."



off-site and have 3000 bins here. Five years ago, we had to use five different warehouses in Sydney, Newcastle and Victoria to send the bulk of our stock to. At the end of the corn season we have had 19,980 bins in storage, and then for the next eight months of the year, we would have to bring it back. Now, we store our produce at Blayney, which can hold up to 15,000 spaces for us, and our own capacity has also grown to three freezers with just over 3,000 spaces. So transport-wise, storage is now a lot cheaper and easier."

Plans to expand the Bathurst operation will also see the demand for Loscam plastic pallets increase.

"We are decommissioning one line and putting in a whole new line, that's bigger and better. Then another two will come. We are the only Simplot branch that does canning, and we have the frozen facilities as well. A lot of our frozen bulk material comes out of Devonport - potatoes, broccoli, cauliflower, carrots, and onions. They process it down there and put it into cardboard bins, sending 40 bins at a time. We then draw on it as need requires. So the demand for plastic pallets has risen because they put these bins on plastic for us and store it. Even three years ago, this wasn't done, so it's obvious that where we needed 5000 plastic pallets previously, all of a sudden now we need 10,000. It's a big, new demand."

With Loscam's Scott Neubauer and Barry Wellard, Graham has been working on making sure Bathurst's changeover to plastic pallets is a smooth one.

"We use case stackers here, so quality pallets is a critical issue. We have seen a step-up in the condition of pallets coming in, which is good and I've had two forklift drivers come to me in the last 24 hours, to say 'Gee these pallets are great'. And, as I said to Scott and Barry, that reflects well on both parties."

Nick Trask, recently-appointed State Sales Manager for Loscam NSW/ACT has visited the Simplot plant to familiarise himself with their requirements and said Loscam will continue to work with the company to maintain their professional standards.

PS **IN ADDITION: Loscam Wooden Pallets are maintained to the highest standards by our automated repair facilities. Nick can be contacted on 0408 830 037**

Demand for fish on the rise

LOSCAM

Plastic is also a household name at Simplot's Kelso plant, where all ingredients are now stored on plastic pallets.

"There have been some changes recently, with goods coming into the warehouse from our suppliers, on the plastic pallets," says Warehouse Supervisor, Dave Worthy. "Under the HACCP, we now have to have all our ingredients on plastic pallets."

The Kelso plant, in Bathurst, NSW, is a major processor of fish, vegetable and chicken products. "We make all the fillet of fish for the catering chains, and we have four or five major brand names, such as I&J and Birds Eye. All together we make about 85 different products."

The Kelso plant, which also has a part-share in a breeding plant, employs around 400 staff and uses around 800 plastic pallets a week.

"We have an incoming freezer which holds about 900 pallets and an outgoing freezer which holds about 400 pallets, and for packaging, it's close to 1000 pallets. Out of our dispatch door, we have five

to six fully-laden freezer trucks going to Sydney every day, and all of that is on Loscam pallets.

"The relationship with Loscam is a good one. They focus on customer service and quality and they strive to undertake continuous improvement.

"Loscam are very customer-oriented," says Dave. "We've had meetings with Barry Wellard (Loscam NSW State Manager), Scott Neubauer (National Sales Manager) and Mark Dobson (Vic/Tas Sales Manager), who have all been up here to see us."

Nicole McCauley, formerly Loscam's NSW State Sales Manager, but now based in Adelaide, says that changes within the company have led to improvements in response time to any customer issues. "In regards to Simplot, issues are getting resolved a lot sooner. Under CEO Neil McBain's leadership, we have been given the ability and authority to fix things on the spot, rather than hold things over."



Loscam's Nicole McCauley and Simplot Warehouse Supervisor, Dave Worthy.

All of this is good news at Kelso, where more pallets will be required if the demands for fish continue to rise.

"There is always added demand at Lent and generally a build-up before Christmas," says Dave, "but overall, more fish is being eaten these days because people are becoming more health-conscious. We now have a lot of products with Omega-3, for example. So at present we just seem to be busier and busier, and tend to work Saturdays and most rostered days just to keep up."



"The relationship with Loscam is a good one. They focus on customer service and quality and they strive to undertake continuous improvement."

PS IN ADDITION: Loscam Plastic Pallets can be cleaned and sanitised. They are available through the Loscam national network of depots. Nicole (now based in Adelaide), can be contacted on 0438 613 627

New Online service gives pallet controllers the tool to manage efficiently said John

John Smyth, National Pallet Manager for Lindsay Brothers Transport, has given the tick of approval to Loscam's new Extranet based customer service programme. John, who recently started using the programme said, "it would give all pallet controllers - especially those with national roles, who have multiple accounts - the tool they've needed to manage these accounts, in a timely and efficient manner."

John said trying to control pallet hire on a month-by-month basis does not allow the opportunity to review and correct transactions. "Loscam Online allows users to check their account before they receive the actual invoice at the end of the month. There is no more waiting, because with 24-hour access, you can do most enquires yourself."

John's responsibility covers the network of 28 Lindsay Brothers depots and refrigerated warehouses on the east coast of Australia.

Loscam Online is now being rolled out nationally to Loscam customers. Data is currently being compiled to include Loscam's Asian accounts on the system and this information should be available later in 2005.

"Gpak offered a **set and forget** solution," said Andrew

LOSCAM

Stegbar has been known throughout Australia for over 50 years, as the people who make windows and doors. Today the company which is Australia-wide, not only makes timber windows and doors, but has added aluminium windows, doors, shower screens and built-in robes as part of their range.

Stegbar's Rowville plant employs more than 280 people in Melbourne, and is the manufacturing centre for the company's timber window, mirrors, and door range. From here they supply product to all the other Stegbar plants across the country. Some five to six years ago, Andrew Denny, the company's Purchasing Manager was faced with the serious problem of getting product to other Stegbar plants without having the shipments damaged.

"Basically, we had four or five shipments in a row where the product was damaged and we had to write it off," explained Andrew. "We were looking at a \$4,000 to \$5,000 loss, and at that time, had been sending out doors shrink-wrapped by rail.



Andrew Denny

“One of the issues we had was the amount of poly-wrap and cardboard used as protection that ended up as waste at other plants. Using Gpaks has reduced this problem dramatically.”



Product transported in Gpaks eliminated damage in transit for Stegbar



Mark Dobson from Loscam, Stegbar storeman Garry McDonald and Stegbar Purchasing Manager, Andrew Denny.

We called in a couple of logistics companies and somebody gave us the name of Loscam. They suggested we look at their Gpak units and the solution they suggested has been used ever since.

"We had some initial teething problems, but Loscam's representative came out and we worked through them, and within a fortnight, we had the problem solved. It was a learning curve and the decision was taken not to use rail, which was a good move. Since then, we haven't had a claim, so Gpak ended a series of issues we had. They have created 'a set and forget' operation for us."

Stegbar Financial Controller, Rod Borlase, said the doors were supported by blow-up bags, which make them fit securely inside the Gpak containers. "We use about 60 or 70 G3s a month and we can fit 28 doors into each container. Once the Gpaks get to the other end, they are deired. I am keen to look at the stock control system Loscam has and get that up and running here."

Another benefit mentioned by Andrew, was the elimination of packaging waste. "Stegbar has always prided itself on being an environmentally-friendly company," he said. "One of the issues we had was the amount of poly-wrap and cardboard used as protection that ended up as waste at other plants. Using Gpaks has reduced this problem dramatically. The only poly we use now is for over-size doors that don't fit the containers."

One of the people at the transportation 'coalface' is storeman Garry McDonald. Garry said from his point of view the Gpaks had eliminated damage in transit.

Today, Stegbar is owned by Jeld-Wen one of the biggest privately owned building products companies in America. A company with a worldwide workforce of 20,000 employees.

LOSCAM

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PS IN ADDITION: Loscam Gpaks allow you to maximise freight cubic capacity and are ideal for items that are expensive and vulnerable to theft or damage. Mark Dobson can be contacted on 0408 228 570