

Klößkner benefits from Exception management by Slim4

Klößkner & Co is one of Europe's largest multimetal distributors, with over two hundred years' experience, expertise and knowledge of non-ferrous and steel products for construction and industry. Today Klößkner uses Slim4 – interfaced to their SAP R/3 system – to provide a better level of service to their clients. "We're a lot closer to the stock now and can therefore react more quickly to market developments," says Bart Ingen-Housz, Director of ODS, the Dutch subsidiary of Klößkner.

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ODS went live with Slim4 in April 2004. Commenting on the smooth implementation of the programme, Ingen-Housz says: "We didn't impose the programme on our employees. We let people find out for themselves how much easier and more interesting work is using Slim4. It wasn't the fastest implementation method, however it was certainly one of the most successful. Our people were used to doing things their own way for years. Now they are a hundred percent convinced. Everyone can see the advantages of Slim4."

Ingen-Housz says this new way of working has provided increased focus on the stock. "The most important thing is that buyers have a lot more time. The time we have gained, is spent on developing our commercial relationships with suppliers and discussions with our own Sales department." "With the installation of Slim4, Slimstock has provided us with an outstanding tool. It helps us to work more effi-

ciently, work quicker and with greater accuracy."

Higher service level

"We can manage our inventory better and the service level has improved," says Ingen-Housz. Slim4 has certainly contributed, however can't claim all the credit. "With a number of product groups we have achieved a higher level of service with the same stock, and therefore been able to achieve a higher stock turnover."

Exception management

ODS' requirements are calculated much more quickly using Slim4 says Ingen-Housz: "We're much closer to our stock and is therefore quicker and easier to manage: we simply do it better. The 'management by exception' system built into Slim4 has been a huge benefit by helping us focus on part num-

bers that perform erratically. And, it's made it easier for us to honour agreements made with suppliers. For example, if a minimum tonnage is required, orders can be combined to meet that target."

Ingen-Housz thinks Slim4's architecture is first rate. "Slimstock has very good relationships with their clients and this is demonstrated by the fact they are very open to suggestions for improvement. Everyone we deal with is very knowledgeable about the programme, even when we ask difficult questions. This is largely due to the fact that they're the programme developers." He adds that you don't need to understand the theory to work with the programme. Most things are automatic and that's the advantage of Slim4. It has very dynamic parameters. However, users don't notice that. They only focus on the part numbers that need manual adjustment.