

nightstar express



Night Star Express

Customer magazine
1/2016



MAKING THE **CHANGE** EASIER!
PALFINGER PUTS ITS TRUST IN NIGHT STAR EXPRESS

CERTAINLY AND ON TIME 5.1 MILLION CONSIGNMENTS IN 2015



5,100,000 times over the past year, we have delivered your items to their destinations in under 14 hours – safely and punctually. Our business has also shown excellent development, particularly in the number of consignments, which was up by 4.5% on 2015. Despite a tough market environment, Night Star Express is continuing to grow. But what's actually behind the statement that we have transported over 20,000 consignments every day within less than 14 hours?

As an overnight express service provider, we are a major link in the value chain for our customers and create added value for them. If their recipients don't have all the goods they need in time to start work, their orders cannot be processed on time.

The positive growth in consignments was and is made possible by the fact that we make large investments in our services. After all, creating added value for our clients isn't just done by transporting things from A to B. Here are a few examples:

So that unpacked goods can reach their destinations safely, we offer special packaging for clients in the automotive industry. Customers can take charge of their own returns management via a specially developed online tool. We offer recipients the option of registering online and uploading their depository information. Very recently, we added Sunday as a sixth possible dispatch day to our service portfolio.

These services are what bring our clients added value. And this added value is created by people who are dedicated to making things run smoothly, day in, day out – to offer you even better services.

Best regards,

Ihr Matthias Hohmann

UNDERSTANDING WITHOUT WORDS TRAINING VIDEO OVERCOMES LANGUAGE BARRIERS

One way that this can be done is with the video training handbook for drivers on the topics of load securing, equipment, handling and delivery, which was recently put together by the Night Star Express Quality Management team. The secret is the non-verbal video, which can be understood by anyone, showing firstly the correct handling of the consignments entrusted to us, and then the incorrect handling. The differences between the two approaches are highlighted with brightly coloured warnings and different types of music. This has resulted in a training medium for our drivers that does not need words to be understood and can overcome language barriers.



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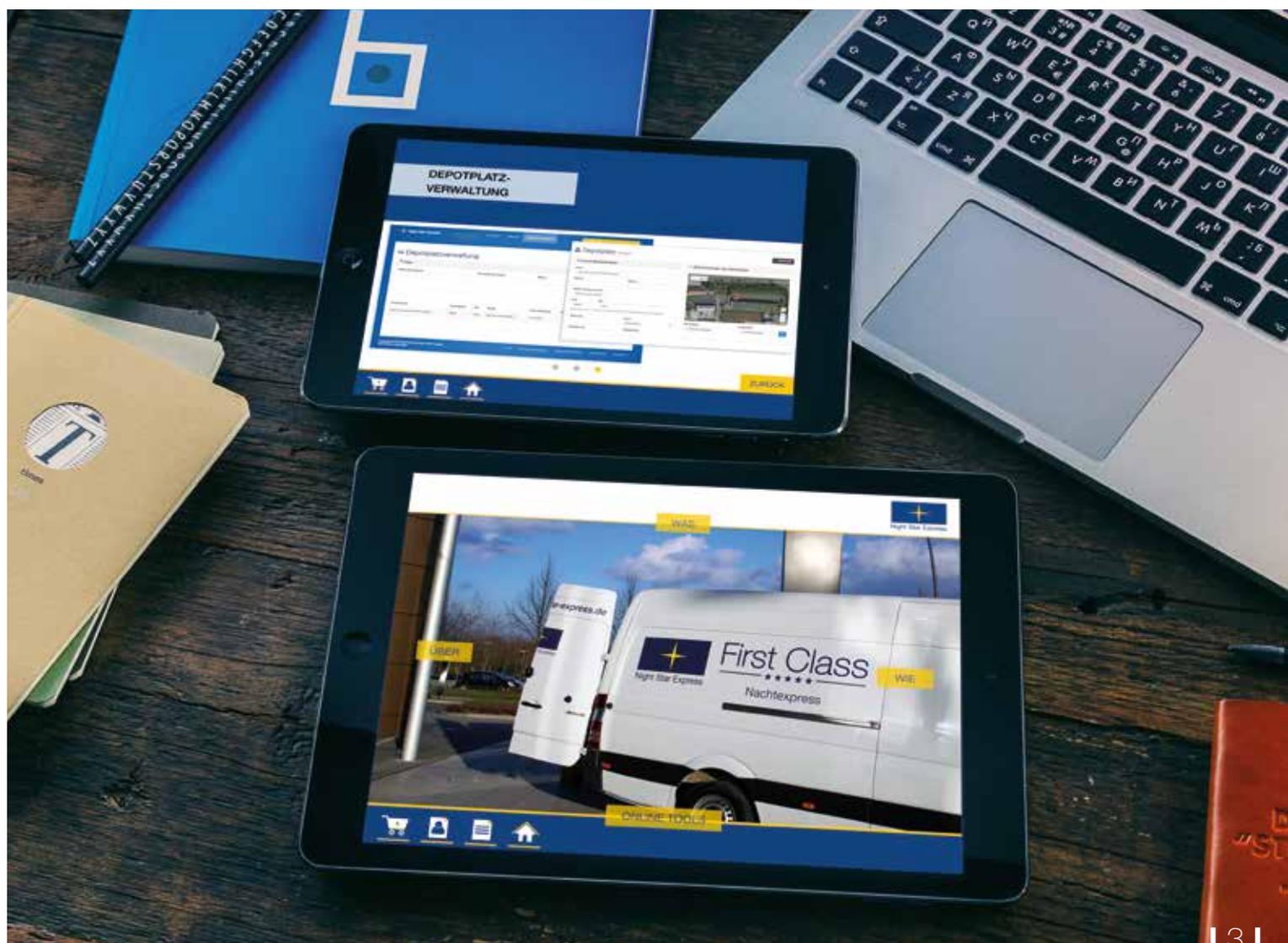
I'LL JUST SHOW YOU WHAT I MEAN ...

COMPANY PRESENTATION VIA APP

As a client of Night Star Express, you will soon be hearing this a lot more from your customer advisor. From now on, the sales staff will always have all the essential information about the Night Star Express service portfolio to hand in the form of an app.

What previously had to be presented at length via a PowerPoint presentation or even with sheets of A4 paper, has now been digitally summarised in a clearly structured company presentation. Using a tablet, the customer can be shown all the key information about Night Star Express. They can familiarise themselves with our company through

visualisations and interactive elements and receive lots of other useful information about our "first-class" overnight express service. Clear and intuitive navigation enables customers to find what they need easily. Interactive elements also help to make complex content easier to understand. Last but not least, data can be sent to the customer during the conversation via e-mail from the app. And this can all be done regardless of location – whether it's in a conference room, at a trade fair, in a warehouse or in a canteen. Our mobile colleague 2.0 makes it all possible.





FROM THE CENTRAL WAREHOUSE TO THE BACK OF A VAN

LOGISTICS FOR REPLACEMENT PARTS
IN THE NETHERLANDS, BELGIUM,
SWITZERLAND AND GERMANY

With a complex logistics strategy and a service level approaching 100%, the producer of analytical test equipment and measuring devices Shimadzu Europa GmbH supplies its European retailers and end customers with replacement parts. The focal point and hub of their replacement parts logistics service is the Shimadzu central warehouse, which is located on the 20,000 m² premises of the European and German headquarters in Duisburg. With 6,500 m² of warehousing space, the facility is home to around 18,000 different items for the entire Shimadzu product portfolio.



A farewell visit at Shimadzu, from left to right: After working together closely for eight years, Joachim Zeuch, Project Manager, Night Star Express GmbH Logistik, says goodbye to Adam Pstrong, Shimadzu Senior Manager Logistics, who is retiring after 31 years with the company. Frank Bertram, Shimadzu Manager Logistics, with Ralf Stevens, Operations Manager, Night Star Express CretschmarCargo, Düsseldorf.

Founded by Genzō Shimadzu in Kyoto, Japan, in 1875, Shimadzu is one of the top five companies in the world developing and marketing systems for laboratories in industry, science and institutions. It manufactures exceptionally precise testing equipment and measuring devices, such as those used in forensics, for example.

Are you familiar with “Abby” from the TV series Navy CIS? Abigail Sciuto is eccentric and tends towards unconventional methods – but no one can decode clues like she can. As a computer scientist and forensics expert,

she frequently gets the team of detectives onto the right track – and, more often than not, she does this with the aid of Shimadzu products.

Globally, Shimadzu is represented in 76 countries worldwide and employs over 10,000 people. One of them, Kōichi Tanaka, is a Nobel Prize Winner for Chemistry – something that the company is rightly proud of. He received the award in 2002 for the development of a novel method for mass spectrometric analyses of biological macromolecules. In total, Shimadzu has over 40 offices in Europe and has been active in Germany for 48 years.

PRECISE REPLACEMENT PARTS LOGISTICS FOR HIGH-QUALITY AND SENSITIVE PRODUCTS

“It is well known that after-sales service plays a major role for manufacturers of capital goods,” explains Frank Bertram, Shimadzu Manager Logistics, who is responsible for the entire logistics process in Europe. “As with all of our products, precision, absolute reliability and speed are major success factors for those of us in logistics. After all, we have maintenance contracts to fulfil so that our products can carry on working perfectly for years. That’s why our service promise to our retailers and end customers alike is that we will make sure the replacement parts reach their destinations anywhere in Europe within 24 hours.”

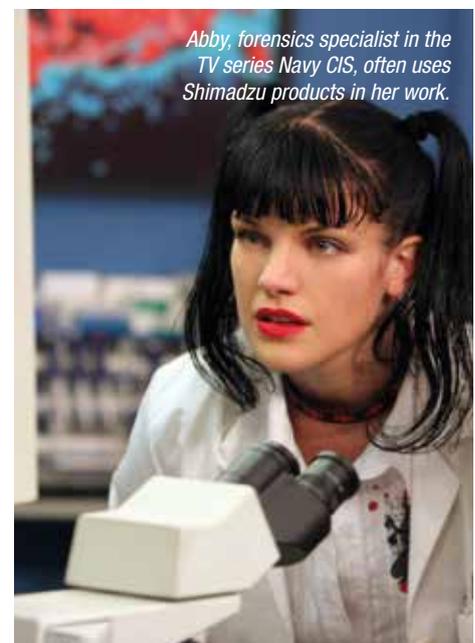
For supplying service technicians and retailers with replacement parts in the Netherlands, Germany, Belgium and Switzerland, Shimadzu Europe uses the even faster service offered by the overnight express option; the recipients can then receive their goods within 15 hours via Night Star Express.

Adam Pstrong, who worked to establish the logistics department at Shimadzu Europe for 31 years and entered retirement in late 2015, summarised the process during the farewell visit: “Our partnership started in 2007 with a publicly tendered pilot project for the delivery of time-sensitive replacement parts consignments to the Netherlands,” Adam Pstrong said. “We weren’t happy with the performance of our service provider at the time. Joachim Zeuch, Project Manager at Night Star Express GmbH Logistik, visited us and presented the services offered by Night Star Express in the Netherlands. I remember it well – right up to the start of the partner-

ship, we were sceptical. The first dispatch day reassured us because everything went perfectly. Thanks to the great groundwork laid down by Night Star Express, our service technicians received their goods punctually, in the right place, from the very first day.”

“If we receive a replacement parts order before 3 p.m., our technicians have it in the back of their van by the next morning before the start of the working day in the Netherlands, Belgium and Germany, or the parts have reached our branch office in Switzerland,” Frank Bertram continues. “Over the eight years of our partnership, we have managed to continually optimise our replacement parts logistics service and the service quality of Shimadzu in Europe. Our customers rely on us 100%. After all, they rightly expect not only high quality from their Shimadzu products, but also when it comes to maintenance and service. Only when all divisions work together seamlessly can we maintain our service promise,” Frank Bertram says, once more highlighting the significance of the trusting relationship he has with his overnight express service provider. “The performance, the high level of quality and the positive, close coordination with Night Star Express are what make our partnership so successful. And that’s what we’ll be building on in years to come.”

MORE INFORMATION AT WWW.SHIMADZU.EU



Abby, forensics specialist in the TV series Navy CIS, often uses Shimadzu products in her work.

We all know how it is. When we're no longer happy with a service or product, we think about changing provider. That goes for our private lives and our business lives. And quite rightly, because we only want the best. For people sending things by overnight express, this isn't always an easy decision. After all, the service provider in this area is a major link in the customer's value chain and reliable deliveries to recipients are make or break for their business.

DO YOU TRUST US?

A NEW START ISN'T ALL THAT HARD

If a change in service provider is imminent, those responsible for the switch ask themselves the following questions during the decision-making process:

- Will the switchover be seamless?
- Will the increase in quality that we hope for actually become tangible with the new service provider?
- Will we be able to continue to secure, or even build on, our competitive advantage with this service provider?

- Are our retailers/end customers familiar with the new service provider and does the company have a good reputation?

These are all valid questions because in our service segment, the usual delivery with signature is not necessary. Punctual deliveries before the start of the working day maintain smooth business operations for the recipients. Nowhere does trust play a bigger role than in the overnight express business.

IN DEMAND

PALFINGER AG in Austria is a global manufacturer of lifting solutions for commercial vehicles and maritime applications. The 100% subsidiary, Palfinger GmbH, which is based in Ainring, Germany, is responsible for the sales and service of Palfinger products in Germany. At the start of 2015, Palfinger GmbH changed service provider in the fast supply of replacement parts.

The nightstar express editorial team asked why Palfinger GmbH chose Night Star Express in an interview with Michael Matheisl, Head of Materials Management, and his colleague Lisa Holzmayr from the Dispatch department:

Editorial department: Mr Matheisl, why did

you decide to switch overnight express service provider at the start of 2015?

Michael Matheisl: *The answer is pretty straightforward. An ongoing low level of service quality from our previous provider was not remedied despite several "crisis" discussions. Both we and our customers, who we guarantee the fastest-possible supply with replacement parts for all Palfinger product groups overnight before the start of business, were no longer satisfied with the performance offered and with the lack of communication. In mid-2014, our patience finally wore thin and we took action by inviting David Sanger, Night Star Express Customer Advisor from the Augsburg office, to come and speak to us. Before the meeting, he had already contacted us and offered to give a presentation about what his firm could offer. And we were not to be disappointed.*

Editorial department: What are the most important parameters in supplying Palfinger with replacement parts?

Michael Matheisl: *Being able to keep our service promise. This means supplying our customers as efficiently and quickly as possible with their urgently required replacement parts, even with the latest-possible order time the day before and ensuring the most*



PALFINGER



Michael Matheisl, Head of Materials Management at Palfinger, Lisa Holzmayr, Dispatch department at Palfinger, and David Sanger, Night Star Express Customer Advisor, Augsburg, are all delighted with the successful switchover.

reliable delivery the next morning before the start of the working day. And, should there ever be any problems with delivery, we expect proactive information from our service provider. In our experience, quality and the reliability of the driver can make or break the whole business.

Editorial department: For the overnight express partnership, this requires lots of advance preparation, such as handing over keys, recording the recipient's drop-off points, etc. How is this all arranged between Palfinger and Night Star Express? What exactly was done to help you with the switchover?

Michael Matheisl: David Sanger got us on board during his comprehensive consultation and preparation sessions. In an expert, professional way, he analysed our consignment structures and volumes, conducted a comparison with the recipient database, defined individual parking spaces, set up access to IT solutions, set up the tracking system for us, and last, but not least, informed the customers about the switch via an informative letter prepared by Night Star Express. Everything went absolutely seamlessly, within just three months. We were more than happy but we were also interested to see

how things would go in day-to-day business. Would everything go as planned?

Editorial department: So how did the first day of the new partnership go?

Michael Matheisl: Well, that was in early January 2015. We were already pretty impressed. After all, David Sanger was with us all day at our office, introduced us to the Night Star Express driver responsible for us, showed us how the scanner and photo documentation process works, and was available to instantly and directly answer any questions that day. That really made us feel well looked-after.

Lisa Holzmayr adds: And that feeling didn't fade the next day. The report on the consignments delivered was automatically available (as has been the case every day since) and showed a delivery quota of over 98%. And we certainly received feedback from some of our customers saying that they were glad we had changed overnight express provider.

Editorial department: Since March 2015, you have been fully working with Night Star Express. Have we justified your trust in us?

Michael Matheisl: The quality of delivery that we have been able to offer our customers since changing providers has been con-

sistently high at between 96% and 98%. This also reflects the excellent quality of the Night Star Express drivers. And if there should be any problems with a delivery, we are informed proactively and immediately by the two ladies from Customer Service in Augsburg, Stefanie Kienast and Jennifer Eckmann. Our ability to provide accurate information to our customers has thus been hugely improved. Occasionally, it might be the case that the customer cannot locate a consignment that has been delivered. We are able to give an immediate answer by looking at the scanner photo of the drop-off point made by the Night Star Express driver. All in all, switching providers, which has made been made easy for us thanks to the dedication of the entire Night Star Express team, has been well worth it. All the questions and doubts that came up before the switchover have been fully resolved during our partnership, which has lasted for over a year so far. Quite honestly, loyalty to suppliers is all well and good, but if quality takes a tumble, it's time to take action.



Future demographic developments in Germany and Europe have been the subject of countless analyses for years. Without exception, the statisticians say that Germany is faced with a fundamental shift and that the German population is shrinking. According to calculations by the Federal Statistical Office, there will be about 5 million fewer German citizens by 2030. This will result in fundamental and serious changes for society and the economy, and we are starting to feel the effects of some of these changes already – because the German population is not only decreasing, it’s also getting older.

MAJOR CHALLENGES

Demographic change affects all industries, including logistics. The search for sufficiently qualified staff is already becoming much more difficult, and a lack of expert employees is the consequence. In future, new concepts in HR development programmes will be required in order to counter this trend. Or are there perhaps already answers to this major challenge? The nightstar express editorial team asked people from the Night Star Express network: Heike Hinze, Central Head of

HR Management, ZUFALL logistics group, and Claudio Gerring, Head of HR and HR Development, Hellmann Worldwide Logistics.

Editorial department: Is demographic change already taken into account in your HR management strategy, and if so, when did you first integrate it?

“Yes,” both interviewees confirm. “We recognised the significance of demographic change for our industry early on and thus al-

ready started adapting our HR strategy to take it into account a few years ago.”

Editorial department: Can you tell us about the areas of focus that have been established in your company, or the measures that have already been implemented?

Heike Hinze: *In terms of the essential recruitment of new staff, ZUFALL has been boosting its profile as an attractive place to do vocational training over recent years with a wide range of activities. We have also been*

OLDER AND FEWER

50 IS THE NEW 30

able to get an increasing number of motivated young people enthusiastic about the company and about logistics, despite decreasing numbers of school-leavers. According to the statistics from 2015, there were 873 applications for 61 jobs.

Of the 38 trainees we provided training positions to last year, we employed 31 – and we're very proud of that. In order to maintain these great results for the next few years, too, we have recently set up a new project. As part of an initiative from the Hanover Chamber of Commerce, three trainees from the Göttingen office visited schools in the region as "vocational training ambassadors" in order to inform pupils there about their jobs and the company. Our vocational training ambassadors are on the same level as the young people in schools currently looking at career options and can thus build up a trusting relationship with them. This enables us to reach out to potential applicants early on so we can provide them with authentic information about the opportunities and career prospects associated with completing a traineeship with ZUFALL in an informal atmosphere.

In addition, we are also regularly represented at vocational careers fairs, manage a social media presence and appeal to young people all over Germany with our own vocational training website. If you're interested, have a look at www.ausbildung-bei-zufall.de. We of



course offer seminars for all age groups and there is also no age limit for our current executive training programme. In addition, we also offer various corporate health measures to all age groups.

Claudio Gerring: In recent years, we have consistently realigned our HR strategy more closely with the effects associated with demographic change through HR marketing,

recruiting, HR development, organisational development and training. By doing so, Hellmann has not created specific measures for either younger or older employees, but has allowed this issue to influence all of its concepts. Our HR development strategy rests on three major pillars: Firstly, with good training and consistent staff development of all employees, we can facilitate beneficial, longer periods of service with the company by recognising, promoting and developing talent. Strengthening our vocational training programme also ensures that we will be able to deal with the further growth of our company and absorb any fluctuations. Our values represent lifelong learning, regardless of age. Since 2008, we have been one of the 1,000 or so certified companies to receive an award for their HR policies by enabling all staff to work in accordance with their individual stage of life and by bringing family and career requirements into balance through its business model.

Editorial department: Would you like to forecast the effects that demographic change will have on your corporate culture?

Claudio Gerring: In our opinion, Hellmann is well placed to face demographic change. Having said this, we will have to continue to challenge and define our values and our corporate culture in future in order to remain attractive to employees and also to appeal to potential candidates, who have not yet discovered logistics as a possible career.

Heike Hinze: Over the next few years, the major task facing those in HR development will be developing concepts that show how older people (bringing experience, knowledge and detailed expertise) and younger people (bringing the latest knowledge from traineeships and generating ideas for potential new solutions) can benefit from one another in the workplace. Only by doing this will it be possible to successfully counter the lack of qualified employees.

How can companies stay innovative with an ageing workforce? One possible answer is to bring younger and older people together in order to develop new business ideas. To find out whether there are already mixed age-group teams in the Night Star Express system partner network and the extent to which they benefit from one another, read one of the follow-up issues of *nightstar express* in 2016.

WILFRIED HESSELMANN: NEW CHIEF OF OPERATING OFFICER FOR KEP

GERMAN NATIONAL
ORGANISATION
AT HELLMANN WORLD-
WIDE LOGISTICS
RESTRUCTURED



At the start of 2016, the German national organisation of Hellmann Worldwide Logistics, which is also its biggest within the global network, was restructured. At the helm: Matthias Magnor (41), Chief Executive Officer (CEO). Under him, there are four main divisions, covering the entire operations and sales structure. Long-serving members of the Hellmann management team were chosen to be responsible for the new divisions.

The new Head of CEP is Wilfried Hesselmann. The nightstar express editorial team spoke to the new Hellmann Chief Operating Officer CEP (COO) about his aims and plans for 2016 and beyond.

Editorial department: Mr Hesselmann, congratulations on your appointment to the new management team at the German national organisation of Hellmann Worldwide Logistics. Can you describe your career path so far, which has led you to become COO?

Wilfried Hesselmann: *It's almost 42 years to the day since I started my traineeship as a freight forwarding agent at Hellmann Worldwide Logistics in Osnabrück, which I successfully completed in two years. As was usual at the time, I then had to complete my 15-month military service. After my return, I worked in the dispatch of consolidated incoming goods. In the subsequent years, this was followed by various positions in the Import department and a nine-month stint at Eurofreight in London processing exports to Germany. With all this great experience, I headed home in autumn 1981 and was assigned to helping establish the new "Express" product division. Those were great times. Developing and launching newer and faster products – yes, I always particularly loved working in this product segment. For 16 years of my career, partly as a project manager, I was able to successfully shape the development of the Hellmann CEP product world. This included the founding of Night Star Express in 1993. Between 1997 and 2003, I then took over management of freight handling. After that, I was given the responsibility for building up production with centralised dispatch and regional scheduling in Osnabrück. 2003 was the start of the next step, which has seen me through to today. I was given responsibility for the overall management of the Osnabrück office with its Bielefeld and Cloppenburg branches, and was also assigned Area Manager for contract logistics. In 2011, this was followed by the acqui-*

sition of the Oelde and Herne branches. I am delighted to have been assigned responsibility for the CEP division as of 1 January 2016 in the new national organisation in Germany. This is where my next, very exciting career challenges lie ahead.

Editorial department: With the restructuring, the CEP division was clearly anchored within the Hellmann national organisation in Germany and pushed up the hierarchy. Was that necessary for you so that you could pursue your CEP management tasks over the long term?

Wilfried Hesselmann: *Definitely – because our overnight express, same-day delivery, construction site deliveries and national/international express package and parcel CEP products, which we offer through strategic partnerships, offer our customers customised solutions from a single source. Demand is growing, the market environment remains exciting and there are great opportunities for development. On this basis, we want to continue to build on our strengths in this product segment and develop our CEP products throughout Germany and Europe.*

Editorial department: The keyword is TEAMWORK. What role do your new colleagues in the management team and your new colleagues in the Hellmann CEP division play for you? How important are they for achieving the company's aims?

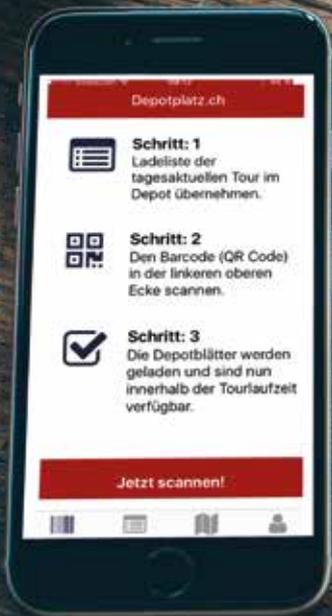
Wilfried Hesselmann: *Exceptionally important. After all, it is our aim to work with the centralised teams, the branch managers and the regional specialist distribution team to drive forward the growth of the CEP division and to achieve quality leadership as the "first-class" overnight express service promises. This includes developing the current team and department managers to turn them into independent branch managers with full responsibility for results. Night Star Express will also only be able to enjoy success in the future if all the partners and branch managers*

work together as a team alongside headquarters to develop the product. Individual interests will have to be put aside in favour of developing the overall system. And we're convinced that this is the right way to go. The successes achieved so far by our motivated and dedicated employees will be built on further with the new focus of this division.

Editorial department: What do you have planned for 2016 and beyond? What new projects are in the pipeline? And, from a Night Star Express point of view, is the overnight express product area expecting to see any new innovations?

Wilfried Hesselmann: *With regard to overnight express, we at Hellmann will be focusing much more closely on the high-growth B2C market, for example. In addition, we are looking at how to simplify and optimise the delivery of consignments to drop-off areas such as "depositories" or "luggage compartments" using the latest technical coding options. The expansion of the product in Europe is another goal that we will be tackling after consolidating the German market. And I am sure that by pulling together and ensuring top quality, we will succeed in continually asserting ourselves with our "first-class" overnight express service in the expanding market in Germany and Europe.*

Editorial department: Mr Hesselmann, we wish you every success and would like to thank you for this discussion.



SWITZERLAND USES THE APP

DEPOTPLATZ.CH

Freight lists, consignment notes, drop-off information: Until now, all the information pertaining to the consignment has been generally handed to the driver in paper form. Since hand-held devices have become commonplace for the electronic documentation of a consignment, drivers now also get some information displayed digitally. Deviations and changes relating to the recipients, however, still have to be noted by hand on the various pieces of paperwork and then passed on to the colleagues in the office – a process that is not only very time-consuming but also more prone to errors.

Night Star Express Switzerland is doing things differently, and now uses the new app Depotplatz.ch. The app is setting new standards in the handling of delivery information and also complies with all data privacy regulations.

WHAT'S SO SPECIAL ABOUT THE APP?

The driver logs his current route into the app. Depending on the route, the display only shows the drop-off information for recipients who will be receiving a delivery that day. Depending on the drop-off information, the driver can also receive the anonymous codes for keys and depository access via the app. This thus consistently prevents unauthorised access by third parties.

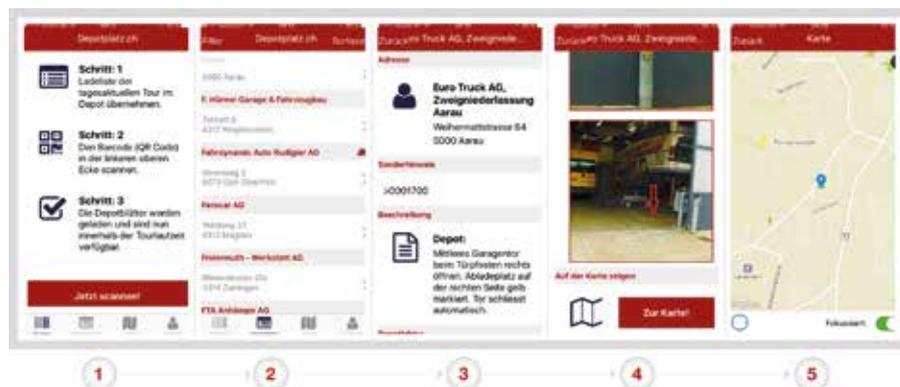
The app is not just a safe, however, but also features a map with a routing function. With its highly precise navigation system, it guides the driver directly to the designated depository location, even showing the part of the journey to be made on foot once the driver has arrived at the location. The app also shows detailed photos revealing the location of the depository. The driver therefore isn't just guided along the route itself, but also re-

ceives additional visual orientation markers with photos in order to verify the correct depository location.

All in all, the app is completely tailored to the driver's requirements, and is fast and intuitive to use. With several language settings available, it also has a sort and filter function. The driver can thus sort the depositories alphabetically, by distance or by postcode.

Data privacy is maintained with the automatic deletion of scans. After the delivery scan, the data remains on the device for just two hours before the depository information/descriptions and the codes for the delivery date in question are automatically deleted. This prevents data from being accumulated accidentally and being used by unauthorised parties.

The app can be used on any standard iOS or Android device and is independent of a scanner or other mobile devices. This means that the correct delivery and depositing of parcels can be guaranteed, even if the scanner is broken.



As a retailer of the brands Komatsu, Metso, Hatz (motors), TecnoGen (power sets) and Rammer (hammers), this Group of companies sells machines for the construction industry, infrastructure works, quarries, coal pits, demolition works, transshipment, industry, recycling and energy production. With these machines, no stone is left standing – they can practically take on an entire rock face. They can crush enormous boulders practically into dust. Whether they are new or used machines, for sale or for rent, the BIA Group is the top address for heavy-duty machinery.

But BIA has a lot more to offer its customers besides. With its Financing, Replacement Parts Procurement and Maintenance divisions, as well as 24/7 customer service, customers receive an exceptional all-round service package. Because the company has consistently been bringing knowledge and passion to the industry for over 50 years now, BIA has always been able to accurately judge the requirements of its clients and establish a solid foundation for conquering new markets. BIA has grown continuously, with the Group now employing more than 1,000 people in Europe and Africa.

In the Benelux countries, the name BIA is primarily associated with the sale and maintenance of machinery. The Dutch headquarters are located in Zutphen.

ADDED VALUE FOR BIA CUSTOMERS

BIA has been working with Night Star Express Hellmann since 2009 on the dispatch of replacement parts within the Netherlands. Patrick Schothuis, Senior Manager Af-



MOVING MOUNTAINS TOGETHER

BIA GROUP BENELUX –

MOVING MORE THAN MOUNTAINS

ter-Market Benelux and Site Manager Netherlands, says: “In our industry, fast delivery and seamless service are the unique selling point. Thanks to the close partnership with Night Star Express Hellmann, we are in a position to be able to process even “late” orders to deliver them before 8 a.m. the following

morning. This is one of the ways in which we have boosted our service for our customers, retailers and customer service staff. This partnership has now become a major reason why more and more people are deciding to use our services.”

The sale of high-quality products in combination with tailored service, which is guaranteed thanks to the long partnership with Night Star Express Hellmann, makes BIA a partner that customers can build their success on. Patrick Schothuis: “Owing to the successful partnership we have had in the Netherlands, based on the seamless communication with and reliable dispatch of goods by our logistics partner, we have now decided that we want Night Star Express Hellmann to take care of supplying our technicians in Belgium, too.”





Zollgrenzbezirk

LUKAS SCHRÖDER:

„MY **JOB** IS A **STROKE OF LUCK**“

G. ENGLMAYER, WELS, NAMES THE FIRST FREIGHT FORWARDING STATE CHAMPION IN AUSTRIA

“Packing goods into containers, sending them off around the world and calculating the customs dues – that’s my hobby,” says Lukas Schröder. For two years now, the 23-year-old has been working as forwarding agent with G. Englmayer in Wels, and has been the first freight forwarding state champion in Austria since November 2015.



After passing his school-leaving examinations with distinction and doing his alternative civilian service with the Red Cross, Lukas Schröder started a course in automotive and mechanical engineering in Graz. "But it wasn't for me." The volunteer fireman was interested in transport and mobility, but also geography – which had always been one of his favourite subjects. Lukas Schröder became aware of G. Englmayer after speaking to friends and acquaintances. Klaus Gasperlmair, authorised representative and responsible for the Customs division, who happens to be from the same place as Lukas, took the new recruit under his wing. After two days of induction, it was clear that this was where his future lay. In a record time of under 18 months, Lukas had completed the traineeship – with distinction again, of course. One year was accounted for by his school-leaving examinations, and in addition, his application to have the final examinations for the end of the traineeship brought forward was approved. In this short time, he became familiar with all the traditional areas of logistics – finding customs issues the most interesting – and that is where he stayed. "We have a lot to do with technical requirements and various legal materials, as well as foreign trade." Currently, the newly crowned state champi-

on is responsible for the customs software, alongside one of his colleagues. "As key users, we are responsible for guaranteeing the proper functioning of the program so that we don't always have to contact the software manufacturer. The customs regulations will also be changing from May 2016. Various changes in the customs process are coming up and we will have to integrate them into the program, which we will then communicate internally and provide training sessions for," Lukas explains. His remit also involves internal customs services, as well as working with



the transport departments and developing customer relationships with major external clients. "After all, despite ongoing expansions to the EU, classic customs services are still very important," he emphasises. "The Night Star Express exports to major trade partners in Switzerland or in the Balkan states, such as Bosnia or Serbia, are prepared for export by us and the paperwork processed."

The high point of his career so far has got to be the state championship for freight forwarders ("AustriaSkills 2015"), which took place in Linz between 5 and 7 November 2015.

After a nationwide selection process, eight young freight forwarders from Austria entered the challenge. The competition lasted a total of 16 hours, divided between three days and comprising seven modules:

- Acquisition of new clients
- Calculating quotes
- Transportation processing
- Transportation costing
- Sea freight processing
- Processing complaints
- Claims handling

"The tasks were pretty tricky, with some traps," Lukas said. However, they weren't too tricky for him, as his scorecard showed: 180 out of 200 points. In the end, there were only 20 points between Lukas and the second-place candidate from Salzburg.

The G. Englmayer protégé received a double reward from the Chamber of Commerce: Firstly, he received a generous travel voucher for a trip to Singapore and Indonesia, which he will be redeeming with his girlfriend, and, secondly, Lukas is also able to take part in the "Eurosills" Skills Competition, out of competition, in Göteborg, Sweden, in 2016.

The travel voucher and his participation in "Eurosills" both prompted the 23-year-old to give it his all at the state championships. However, in the end, it is the appreciation he has for his work that motivates him to provide top performance: "My job is a stroke of luck for me," says Lukas. "As a freight forwarder, I have lots of opportunities for making a career for myself."

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