



# Re-designing the Service Supply Chain: The Outsourcing Challenge

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Deutsche Post  World Net

MAIL EXPRESS LOGISTICS FINANCE

**MAIL**

- 72 million mail items per day
- High transit time quality
- Global Mail: international mail dispatch solutions



**EXPRESS/LOGISTICS**

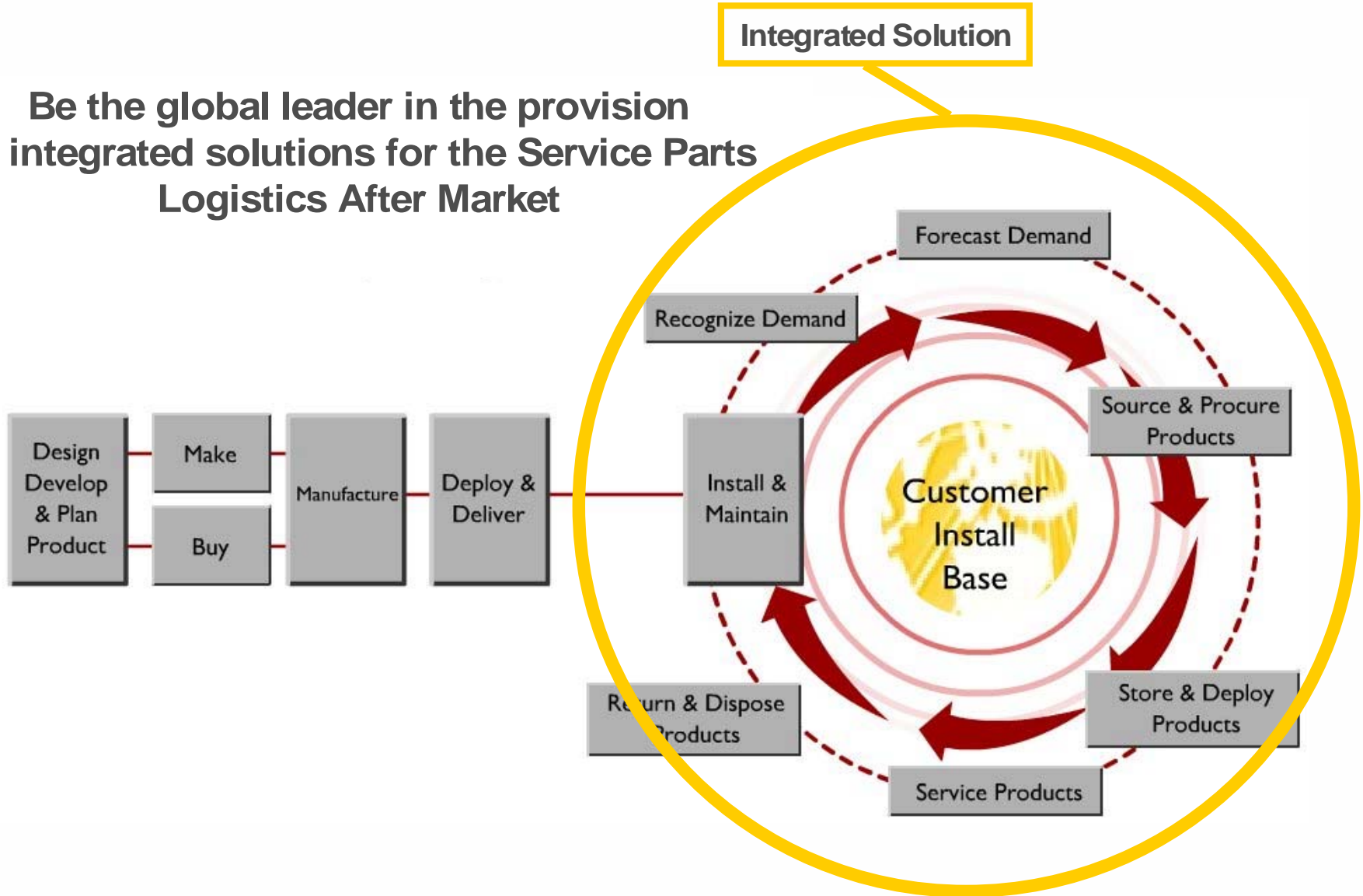


**FINANCIAL SERVICES**

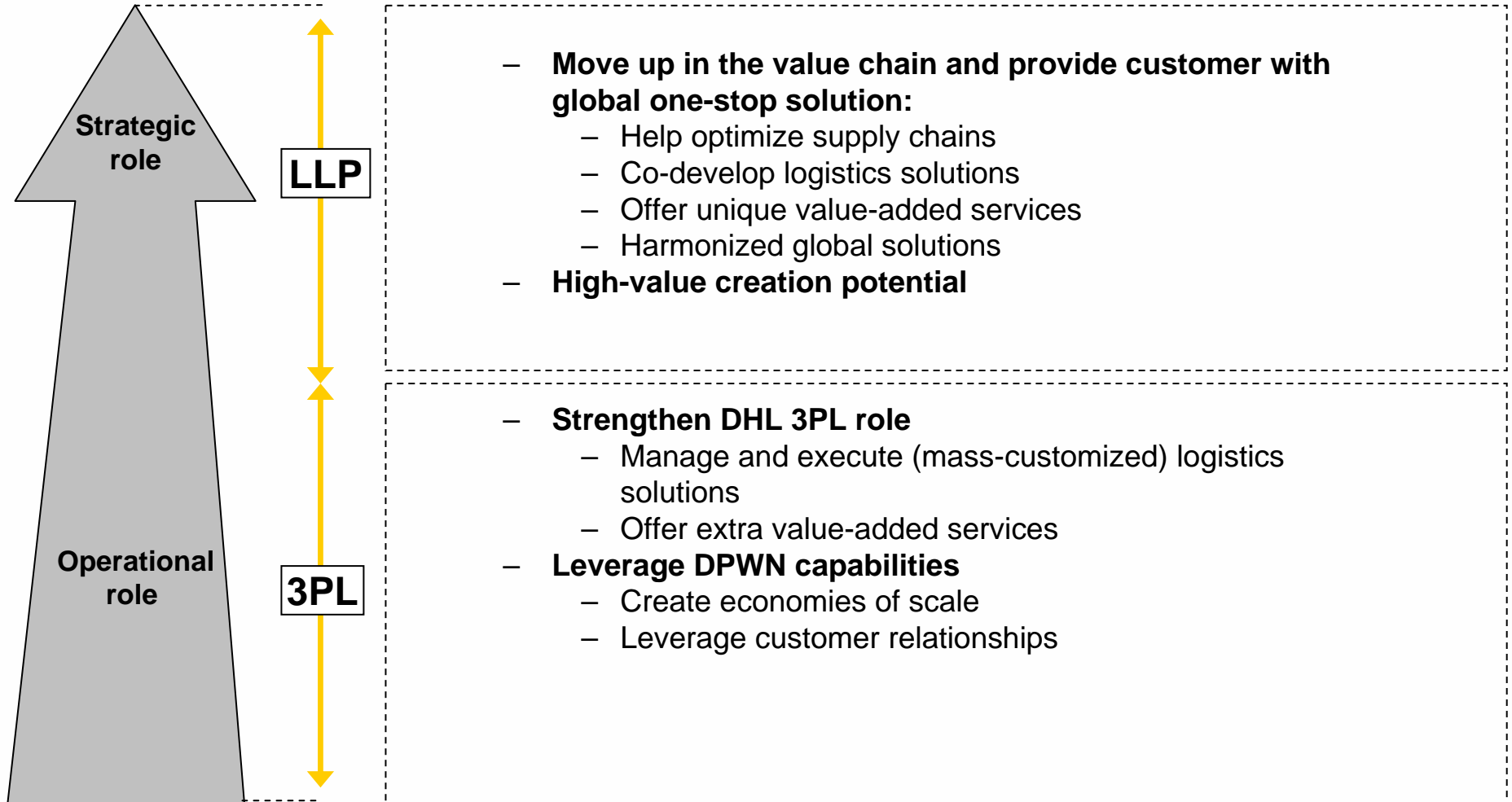
- Leading retail bank
- 10 million customers
- Strong business unit
- Financial logistics solutions



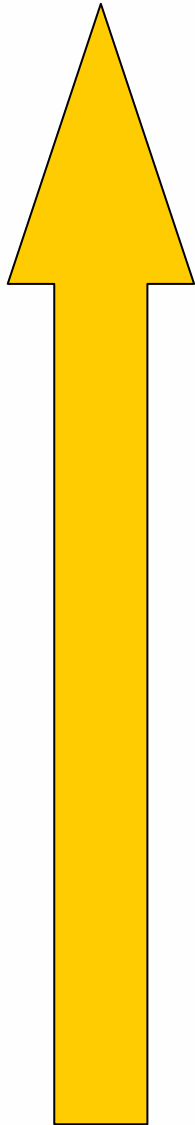
Be the global leader in the provision of integrated solutions for the Service Parts Logistics After Market



## Description of DHL roles in the market



# Strategic positioning of logistics service providers: Moving up the value chain



Strategic Positioning	Market Considerations	Skill Sets Required	Key Investments	Key Relationships
Supply Chain and Logistics Innovation	Customized solutions, learning across industries	Conceptual SC knowledge, industry knowledge, knowledge mgt.	Knowledge management	Solution providers, SC IT providers
Solution Delivery and Logistics Management	Standard or customized solutions, target industries, network driven by customer requirements	Operations, process IT, SC IT, relationship mgt., industry knowledge	SC IT, solutions development, industry knowledge	Innovators, SC IT providers, focused service providers, non-LSPs
World Class Focused Service Provider	Standard service, many industries, regional or global network	Operations, process IT	Operational assets, process IT	Solution providers, process IT providers

# The choice of the right logistics partner is driven by the following requirements



## Key requirements

**Scale and global focus**

**Sector expertise**

**Creation of visibility**

**Risk management capability**

**Bluechip reputation**

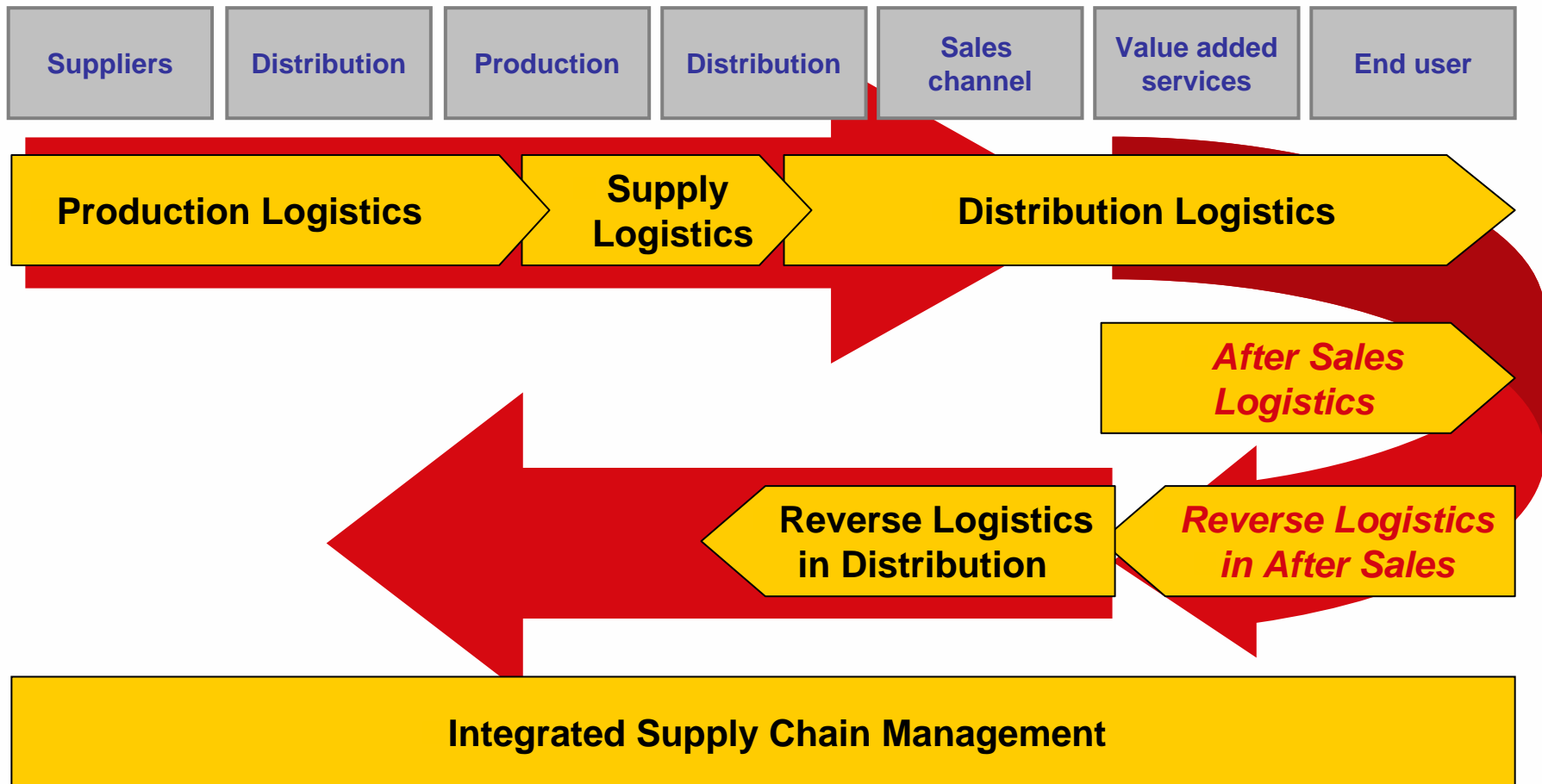
**Integration approach**

**Operational excellence**

**Integrated service approach**

- **Size and global reach are becoming more important as supplier rationalization increases**
- **Sector expertise ensures credibility and leverage of sector specific skills and assets**
- **Interfacing of systems ensures efficiency and visibility/transparency across the supply chain**
- **Increasing opportunity to share gains, but with increasing risk**
- **Successful growth with blue chip clients creates a leading market perception**
- **Integrated approach across logistics services required from logistics provider**
- **Deliver highest quality across the entire supply chain**
- **One face to the customer**

End-to-end logistics solutions by combining cross-supply chain activities





**12 Express  
Logistics Centers**

**Over 400 available  
Strategic Parts  
Centers**

**Multi Tier  
Transportation**

**3 Regional LCSC  
Sterling (VA),  
Singapore, Brussels**

**One Global IS  
Infrastructure**

# 3 Tier Business Model: End-2-End



- Local multi-tier operation and transportation
- Centralized account management and coordination

