



KATOEN NATIE

AFTER
MARKET
L O G I S T I C S



Katoen Natie, your professional partner for aftermarket supply chain solutions

With economic conditions becoming ever tighter, the aftermarket is increasingly important. Leading companies are keenly aware that aftermarket service is crucial to stand out from the competition.

By ensuring customer satisfaction companies are able to safeguard their own long-term productivity. Flawless delivery and quick response very often make the difference in getting new customers and keeping old ones.

Thanks to its long expertise, the Katoen Natie aftermarket team has the competence to manage parts logistics to very high standards, offering the quality and delivery performance that are so crucial in today's competitive aftermarket.

We help you to set up the right infrastructure and processes, in order to assure satisfied customers. No big theories, just years of experience, competency and know-how. We work out the best fit for your aftermarket, and for your valued customers.

Katoen Natie gives you a competitive edge, by providing a solution for aftermarket logistics that:

- increases quality
- decreases through-put time
- ensures absolute reliability from end to end

Our promise:

Transform parts management from a cost centre into a strategic business lever.

Our guarantee:

- A service-driven team with a "customer care mentality"
- Expertise and competence, resulting in satisfied customers
- Flexibility of people, space and equipment
- Neutral sourcing of carriers, for an optimum transport solution
- Horizontal integration of transport, collection and delivery
- In-time delivery, with flawless service and responsiveness
- Quality and performance to exceed your expectations





Parts Warehouse Operations

Operating a parts distribution centre is much more than simply receiving a pallet, storing it and taking it back out. It requires clear understanding of the aftermarket business model.

Katoen Natie currently manages more than 500,000 Stock Keeping Units on multi-customer platforms. We have specific expertise in managing European and regional Distribution Centers for a broad variety of automotive, industrial and durable goods.

Katoen Natie can be your single-source aftermarket solution to provide the supply chain support your company needs, in 34 different countries around the globe.

Our daily task:

- Improve efficiency
- Reduce cycle time and leadtime
- Reduce total cost of service
- Meet/exceed service levels
- Improve cut-off time



Our warehouse management solutions:

- In- and outbound activities
- Order management
- Inventory management
- Materials management
- Value Added Services: rework campaigns, kitting, repackaging and assembly
- Quality control and functional testing
- Return management
- Carrier decision matrix
- Freight forwarding, in- and outbound transport management
- Storage of bonded and free goods
- Fiscal representation and customs administration



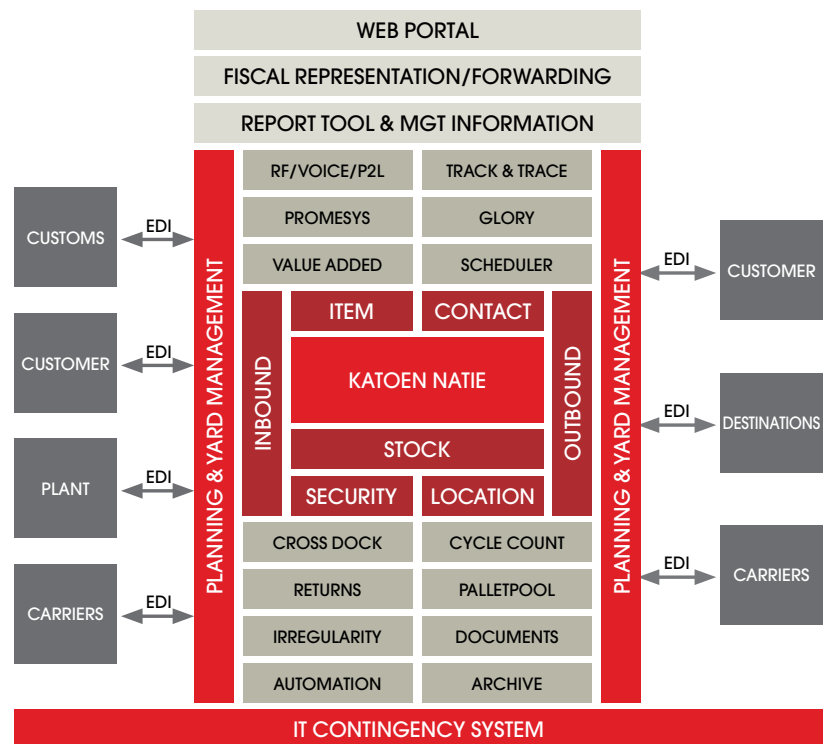
IT solutions

Our Warehouse Management System provides all basic and advanced functionalities. Processes are controlled by a strong WMS backbone tailored to cope with specific processes for parts distribution. Professional parts warehouse management requires expertise and dedicated attention. That's what we offer.



Our WMS toolbox:

- Stock visibility & availability across your entire service network
- Multi-bin stock maintenance
- Batch & multi-order picking
- Kitting
- FIFO concept
- Serial number traceability
- Packing & repacking
- Order consolidation
- Optimized parts planning
- Returns & reverse logistics operations
- Cycle count
- Excess stock analysis
- Picture - ID technology
- Refurbishing, reworks & repairs
- Advanced Value-Added Services: assembly & testing





Inventory management

Inventory is an essential and costly component of service operations. Katoen Natie ensures efficient management of stocks and service levels. Parts prediction is heavily influenced by market volatility. As your partner Katoen Natie closely monitors inventory levels versus demand frequency and volume. We generate reports to evaluate the risk of obsolescence and excess stock. Katoen Natie supports its customers to reduce inventory levels with guaranteed optimal parts availability.

Katoen Natie offers all functionalities and capabilities necessary to centrally manage your entire inventory and logistics operations, across different warehouses.

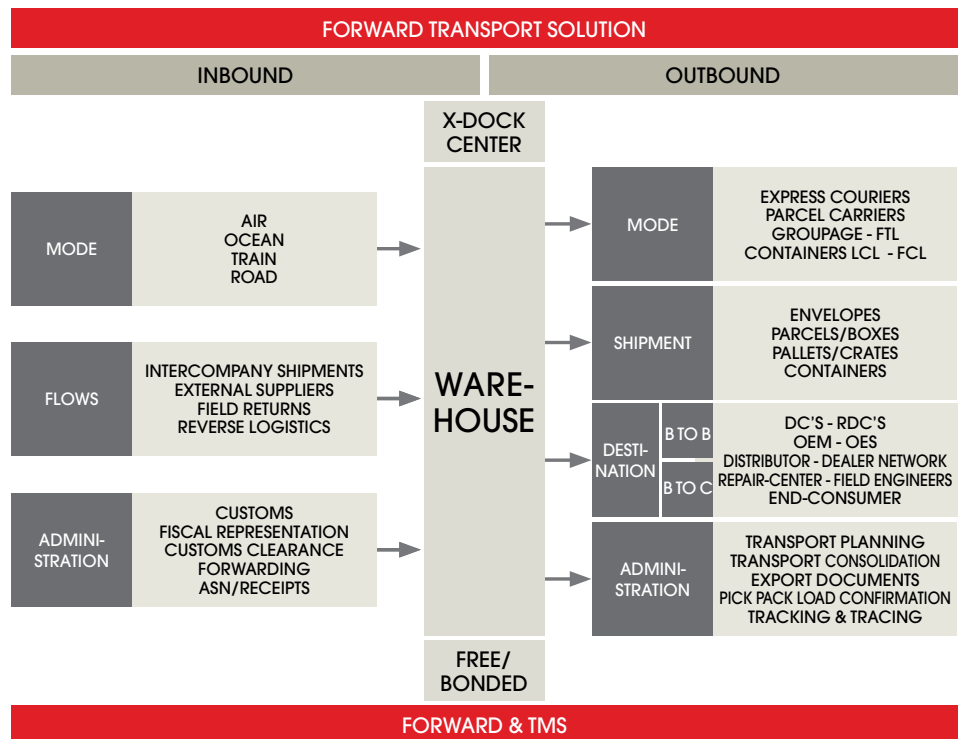




Forwarding , customs and transport solutions

To ensure excellent performance of delivery to your customer, Katoen Natie provides transport solutions in co-operation with professional carriers. These carriers are carefully selected based on their presence and their distribution network in each country. This means that different transporters may be selected, depending on the required service, country and/or type of goods to be transported. Katoen provides the total supply chain solution of forwarding, customs services, storage, handling and distribution. Delivery quality and reliability of the shipments are constantly monitored . Deviations are reported, in order to take the proper measurements or actions.

The selected carriers are integrated into our WMS system to ensure that once packed, the goods are correctly identified. The labels generated permit full tracking & tracing as of the moment of dispatch up to the delivery point.





Commitment
Customer focus
Flexibility



KATOEN NATIE

Katoen Natie

Van Aerdtstraat 33
2060 Antwerpen
Belgium
Tel. +32 (0)3 221 68 11
Fax +32 (0)3 221 68 10
info@katoennatie.com
www.katoennatie.com