

# FLEET FLEET

The new trucks for the Structures Division of the English Profilform company Metsec were not just superficially spruced up. Structures has entered into a long-term partnership with the transport company RGF, with the goal of achieving shorter lead and delivery times and thus improved customer service.



The transport managers of Structures Joanne Gantley (left) and Cheryl Yeend.

Rolling advertising space for the good name of voestalpine and its English Profilform subsidiary Metsec recently started cruising along the roads of the UK. After Metsec's Hepsec Division painted all of its trucks with the company's colors, the Structures Division followed suit. RGF, the new transport services provider of the division, took care of the painting of eight semis, which are used exclusively to transport profiles of the Structures Division. Naturally these paint jobs were carried out in accordance with the corporate design guidelines of Metsec and voestalpine. But this will not only enable customers to immediately recognize the Metsec brand as the market leader that is once again making a timely delivery. The investment involves considerably more than just the provision of advertising space.

**Improved Customer Service.** The investment is part of a planned, long-term partnership with the transport company, targeted at shortening lead and delivery times, thereby improving the Structures Division's customer service. The eight semis are equipped with GPS systems of the latest generation. This enables the logistics depart-

ment of the division to track the progress of each delivery and, of course, also to give customers up-to-date feedback on the estimated delivery time at any time. The investment also paves the way for shorter loading times and an improvement in delivery time – naturally without any quality losses – as part of the Lean Program of Structures. Alongside the semis, in accordance with Metsec's specifications RGF also invested in 25 steerable trailers, ranging from twelve-meter long standard flat bed trailers to extendable trailers that can accommodate loads longer than 18 meters as well as up to 14-meter long covered trailers and units with portable fork lifts.

**Environmental Responsibility.** Metsec would not be Metsec – as is well known, Metsec is one of the 50 "greenest" companies in the UK (see **mm** 03/ 2008) – if the English Profilform company had not imposed conditions regarding the environmental friendliness of its transport vehicles on the supplier. Thus all of the trailers for Metsec were required to be six-wheelers, in order to reduce wear and tear on the road surface and also to keep the noise impact as low as possible. Metsec and RGF both had the air pollution caused by such commercial vehicles in mind when they themselves calculated the optimal engine efficiency. As a result, the engines of the trucks were equipped with speed governors, in order to optimize fuel consumption – based on the relationship between engine load and the amount of fuel injected. This reduces emissions and cuts fuel consumption. (red)



The new fleet: RGF will continue to cooperate with the logistics department of the Structures Division in exploring other possibilities of enhancing customer service through improved loading procedures.