

Kuehne + Nagel Creates a Formidable Alliance with Vancouver's Tile Industry

Kuehne + Nagel's concentrated development of the ceramic tile forwarding market in recent years has assisted several companies to expand their international success. Proud to be the exclusive forwarder to two of Vancouver's largest tile companies, *Centura Floor and Wall Fashions*, and *Ames Brothers Tile Distributors*, Kuehne + Nagel has

business from Italy, Spain, Taiwan, and China with the majority of the business in Brazil, Turkey, and Indonesia, in addition to intermittent airfreight shipments from all origins.

Initially impressed by Kuehne + Nagel's customized set of working instructions including quality

controlled processes, account management reviews and constant system improvements, *Centura* now has full supply chain visibility through KN Login, and have recently added more of Kuehne + Nagel's IT solutions to their profile such as GST direct capabilities. Kuehne + Nagel is *Centura's* sole provider of customs clearance.



Seen from left to right; Kuehne + Nagel Van VMK, Jeff Foote; Kuehne + Nagel Rhonda Hui (dedicated Customer Service Coordinator for Centura account); and Centura Senior Purchaser, Russ Heard

seen freight volumes and forecasted shipment expectations steadily grow for both companies. The personal attention provided by a dedicated customer service coordinator along with tailored value-added services is what Kuehne + Nagel's Vancouver office attribute to these successful partnerships.

Centura Floor and Wall Fashions, a national company ranked among the top tile companies in North America, has been a Kuehne + Nagel customer since 2001. In that time period, Kuehne + Nagel has successfully moved *Centura's* ever-increasing volume of freight. Looking for a 'one-stop-shop' and recognizing the value of Kuehne + Nagel's worldwide network, *Centura* came to the table with ocean import

"[Kuehne + Nagel] put together a system specifically designed to handle all of our needs as a tile manufacturer. This system has worked very well for us and I believe they have come to fully understand the ceramic tile industry. It has been a pleasure dealing with such a professional organization." - Russ Heard, Senior Purchaser, Centura Vancouver.

With excellent recommendations coming from *Centura*, in 2003 Kuehne + Nagel Vancouver was very pleased to have been selected to participate in a highly competitive tender for *Ames Brothers Tile Distributors*, the second largest distributor of ceramic tile in Western Canada.

Working closely with the company's Marketing Manager, Duigan

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KN Guadalajara Holds a Supply Logistics Seminar for Clients and Suppliers

In a continuing effort to provide its customers with efficient and effective supply logistics solutions, Kuehne + Nagel held this summer a Supply Logistics Seminar in Guadalajara hosted by Raul Saucedo, Regional Manager KN Guadalajara, and conducted by Stewart Dunsmore, Vice President Supply Logistics.

The event targeting Kuehne + Nagel Mexico clients and suppliers and attracting over 100 participants including Siemens, Casa Cuervo, Kodak, BDT, Bayer, Herradura, and IBM addressed the Kuehne + Nagel's advantages in managing the Supply Chain through the KN Supply Logistics Program. The program offers a solution that improves inventory turns, control and continuous management of the processes by means of real time tracking and, monitoring technological applications.

The main objective of KN Supply Logistics is to provide global solutions to its customers concentrating on efficient management and thus striving to eliminate the inventory costs. This innovative logistics process maintains highly transparent efficiency parameters. It is designed to fit into the constant evolution of the markets by means of cooperative, configurable and integrated supply chains and is based upon its adherence to digital communication standard systems and support applications devised to tackle the challenges of the modern logistics industry. The added value that this program offers its users is the possibility to have an operational monitoring that allows for a constant and immediate visibility of each of the transactions made throughout the supply chain. This enables the usage of efficient product-flow platforms, from manufacturing to distribution and gives the customer a better con-

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Successful Delivery of Critical Machines via The Antonov Charter 124 Freighter for Dana Logistics

Kuehne + Nagel USA have forged a close partnership with Dana Global Logistics since being selected as their Primary Air Freight Forwarder in April 2003. This partnership was recently put to the test through successful

delivery of a critical machinery to a global location in the USA. On short notice, Kuehne + Nagel's offices in Chicago and Frankfurt were able to organize the cargo, gain the necessary permits as well as the landing rights in Cologne to fly this cargo to the customer.



Mission accomplished - two machines successfully transported from Germany to a Dana location in the United States.

The strength of the Kuehne + Nagel network and global team established to manage Dana's supply chain enabled Dana to meet their delivery deadline and not disrupt assembly operations. Greg Martin, Sr. Vice President Sales & Marketing Kuehne + Nagel

USA, stated "the best compliment that a Logistics Provider can receive is direct from our customer acknowledging our accomplishments as a key provider in their supply chain. This really reflects a balanced and professional relationship between a world-class automotive supplier in Dana and Kuehne + Nagel."

Dana Corporation is a global leader in the design, engineering, and manufacturing of value-added products and systems for automotive, commercial, and off-highway vehicles. Delivering on a century of innovation, the company's continuing operations employ approximately 45,000 people worldwide dedicated to advancing the science of mobility. Founded in 1904 and based in Toledo, Ohio, Dana operates technology, manufacturing, and customer service facilities in 30 countries. Sales from continuing operations totaled US \$7.9 billion in 2003. The company's internet address is www.dana.com.

Kuehne + Nagel Alliance with Vancouver's Tile Industry - cont.

Mitchell, and Traffic Coordinator, Rick Mior, Kuehne + Nagel was successful in acquiring all Ames Brothers ocean imports and customs clearance from Italy's principal tile manufacturing regions of Bologna, Modena, Reggio, and Ravenna as well as other international origins. Current negotiations for 2004 business are under way.

Duigan Mitchell has recently moved on from Ames Brothers to become President of his own company rep-

resenting Chinese tile manufacturers and continues to be a valued member of the tile industry as current President of the BC Stone and Tile Association.

"We are very pleased to be so involved with this close knit niche market in British Columbia," said Kuehne + Nagel Vancouver Sales Manager, Jeff Foote. "We have proven that our philosophy of providing strong customer service complemented by our advanced information technology is a winning mix."

Supply Logistics Seminar - cont.

trol and direct participation in monitoring each phase of the process. This program allows for obtaining larger goods flow, less inventory, and an operational improvement in the supply chain process.

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