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De Putter & Co Management Solutions

Q4 2013

Automotive sector aims at higher service scores

Automobile federation Febiac recently announced that there were almost as many new car registrations in 2013 as in 2012. Gradually, the importance of a good service in after sales is becoming clear.

During the last years, De Putter & Co is often taken on as advisory and coaching partner to fit in this awareness and to accompany the employees towards a professional environment. All this with proper attention to management techniques and specific and personal competences.

These coaching projects are initiated by the Belgian importers and linked from the beginning to strict objectives with special attention to after sales processes, as already established for years in lands and general management. And rightly so, while it has often shown that it's the confidence of the driver in the garage that will lead to fidelity to the brand.

www.deputter.co

Alphabet reinforces its position with hiring of a new Manager Field Sales

Alphabet – established in 1997 as fleet management division of the BMW Group – has built up an extensive knowledge in fleet management and leasing. Based on this knowhow, the company creates innovative and flexible mobility solutions, which meet the customer requirements in 19 countries. With a portfolio of more than 500.000 vehicles of all brands, the company is one of the four major players in the European fleet market. From its headquarters in Antwerp, Alphabet manages more than 35.000 vehicles, which places them in the Belgian top 4.

In order to support the company's business objectives, Alphabet cooperated with the consultants of De Putter & Co in the search for a manager for the department field sales, which counts 20 employees. Since a few months, Kevin Clemens is the new manager field sales. He has a broad experience in commercial management and people management.

Customer: Alphabet Belgium
www.alphabet.be



Growth of the brands Jaguar and Land Rover leads to expansion of sales and service team



Jaguar Land Rover (JLR) is the UK's largest employer in the field of automotive design, engineering and production. Jaguar & Land Rover are two iconic British brands with a rich past and strong customer loyalty and attraction. JLR employs more than 25.000 people and sells cars in 177 countries all over the world. During the last two years, JLR hired 9.000 new employees. In Belgium and Luxembourg, their network consists of 30 concessions and in 2013 they sold more than 6.000 cars.

Jaguar Land Rover is on the move. Two brands with a great heritage prepare for a promising future. In order to continue their growth, JLR worked together with De Putter & Co to expand the sales and service teams.

Kris Verleye, who has a very broad experience in fleet management, joined the team as Fleet Sales Manager with focus on National Accounts & Leasing. Gerald Van den Panhuysen, also very experienced, recently started as Zone Manager Sales.

In the field of After Sales, Bert De Geyter joined the team as Revenue & Retention Manager and Frank Wouters holds the position of Service Quality Manager. Both gentlemen gained a lot of experience in the after sales of well known brands. They will both report to the After Sales Director of JLR.

Customer: Jaguar Land Rover
www.jaguar.be www.landrover.be



Logistics optimization for Carconnex



These cars are to be sold to professional car traders, in Belgium as well as in the rest of Europe.

Since 1994, Carconnex has been present on the European car trading market and specializes in buying and selling new and second-hand cars in bigger quantities.

In order to streamline logistics operations and to optimize organization of transport, Carconnex appealed to the know-how and expertise of the consultants of De Putter & Co. In a first phase, transport activities were financially audited. Both transport for own account as well as transport subcontracted to third parties, were submitted to a thorough cost analyses. The necessary improvement actions have been implemented.

After successfully having completed this phase, they decided to continue the cooperation and optimize the logistics and transport processes. Name of the project: "CARs – Logistics Services". The application requirements for the development of a tailor-made logistics software were written down, and a KPI dashboard and Service Level Agreements for transport carriers were developed. Result of this project: a more efficient treatment of logistics and transports.

Customer: Carconnex
www.carconnex.be

Sales structure of Intris expands

Since 20 years, Intris provides sustainable software solutions for transport and logistics. Today, more than 250 customers and 4.500 users throughout the Benelux, France, Eastern Europe and Asia support their worldwide goods flows with the TRIS Logistics Application Suite. Intris offers innovative and integrated solutions for your logistics supply chain, including forwarding, transport, warehousing and customs management.



In order to guarantee the long-term development of the company, Intris appealed to the consultants of De Putter & Co to look for reinforcement of the management team. This search was successfully completed with the hiring of someone with extensive commercial experience and a network in transport, forwarding and logistics.

Customer: Intris
www.intris.be

Samat guarantees operational excellence with the hiring of an experienced transport planner

For more than 30 years, the French group Samat transports chemicals and gasses, provides logistics solutions and is an expert in the transport of dangerous goods. The group also offers car transport and transport of building materials. They have more than 30 sites all over Europe.



Given their long cooperation, Samat has again asked De Putter & Co to find them a transport planner. Luc Boeynaems, who has a lot of knowledge, experience and expertise, recently joined the operational team in Antwerp.

Customer: Samat Belgium
www.groupe-samat.com

BE-Trans obtains Full AEO certificate



BE-Trans is a leading transport company, specialised in containers. Recently, the company in Geel has considerably expanded with the acquisition of Routa and Transport Van Laer, and by well-considered investments.

In order to improve the structure of the company and to manage the activities in a professional manner, BE-Trans decided to commit itself to the strict requirements of Authorised Economic Operator (AEO). In close cooperation with the experienced business consultants of De Putter & Co, an adequate management system was set up with special attention to the safety & security demands and for the correct management of customs formalities.

This system was thoroughly analysed and assessed by customs authorities. Result: BE-Trans is the first container haulier in Belgium to obtain the Full AEO certificate.

Customer: Be-Trans
www.be-trans.be