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## **Unipart / Jaguar Relationship “Perhaps the Best Example of Performance-Based Logistics”**

Two leading US supply chain experts have praised Unipart’s working relationship with Jaguar as an example of global best practice in a feature on performance-based outsourcing in logistics on the Logistics Viewpoints website.

The comments echo the words of the former President of the Ford Motor Company, Sir Nick Scheele, who described the Jaguar parts distribution centre operated by Unipart as “better than world class”.

Adrian Gonzales (Director of the Logistics Executive Council for the ARC advisory Group based in Boston) and Kate Vitasek (a recognised authority on performance-based logistics and the lead researcher and lecturer on performance-based logistics at the University of Tennessee) commented on Unipart’s pioneering relationship with the automotive manufacturer:

“A couple of years ago, we did some work with Unipart Logistics and their relationship with Jaguar was the first example I had come across of PBL being used in an industry other than aerospace and the DoD. Unipart and Jaguar have been working together for more than twenty years, in areas including service parts management, which I believe is a “sweet spot” for PBL contracts. Unipart is also well-recognised for its corporate culture based on Lean/Six Sigma principles, another attribute I believe is critical for PBL-based relationships to work.

“But it seems that this “Next Big Thing” is still waiting to catch on in the contract logistics industry. I spoke to Kate Vitasek a few months ago and she recently completed a research study (with the University of Tennessee) on Performance Based Outsourcing funded by the US Air Force. The Air Force was interested in uncovering best practices in PBO in the commercial sector. Kate uncovered PBO case studies in various industries, including facilities management (Microsoft and Grubb & Ellis), but very few in contract logistics. She shares my opinion that Unipart/Jaguar, which she included in the study, is perhaps the best example out there.”

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Unipart has been distributing Jaguar parts to the company's dealers since 1984 providing the highest levels of customer service by optimising the parts supply chain. Today, the full automotive parts service provided includes sourcing, storing, processing and dispatching parts from twelve warehouses to some 850 Jaguar dealers in over 60 countries, with the aim of ensuring the right part is always in the right place at the right time, day or night, seven days a week.

So close is the working relationship with Jaguar that Unipart Logistics is involved in Jaguar's business from a model's development stage through to its launch, with support continuing throughout the whole of a car's lifespan. This support also extends to Jaguar's classic models, with parts, specialist customer support and brand promotion on vehicles such as the E-Type.

In the last 18 months, Unipart has continued to expand the services provided to Jaguar opening warehouses in Australia, Canada and Atlanta, Georgia, and setting up and managing the parts business for both Jaguar and Land Rover in South Africa and China, which is due to go live in April 2009.

The full article can be found at [www.logisticsviewpoints.com](http://www.logisticsviewpoints.com)

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#### **Notes to editors:**

##### **About Unipart Group**

The Unipart Group employs more than 9,000 personnel worldwide and has an annual turnover of more than £1billion. It is one of Europe's leading logistics companies and a widely-recognised pioneer in the field of Lean implementation.

Operating across a range of market sectors, including automotive, leisure, marine, manufacturing, mobile telecoms, rail, retail and technology, Unipart offers a breadth of services from third party logistics to expert consultancy.

All Unipart sites operate according to the Group's proprietary version of Lean known as The Unipart Way. This is a philosophy of working underpinned by tools and techniques that inspires efficiency, flexibility and outstanding customer service in any process.

Unipart also offers expert consultancy in implementing Lean principles and in supply chain management across a variety of industry sectors.

The Group's clients include Halfords, ASOS.com, Homebase, Vodafone, 3, BSkyB, Jaguar, Severn Trent Water and HMRC.