

# Jungheinrich Spare Parts Distribution Centre in Kaltenkirchen.

Jungheinrich genuine spare parts reach any location in the shortest time possible due to optimised warehouse logistics.



## Project:

Jungheinrich Service & Parts AG & Co. KG,  
Kaltenkirchen, Germany

## Industry:

Spare parts logistics

## Task:

Construction of a new spare parts warehouse including racking, vehicles and Warehouse Management System

## Project duration:

12.2010 – 12.2013

## Services:

- Seven-aisle high-bay warehouse with 21,168 pallet locations
- Eight-aisle automatic small-part warehouse with 80,000 container spaces
- Separate storage areas for fast-moving goods, bulky goods and hazardous materials
- Pallet and container conveyor systems
- Various forklift trucks from the Jungheinrich product portfolio
- Jungheinrich WMS and control technology

## Most important results:

- Faster and more efficient spare parts logistics worldwide
- >50% increased productivity in warehouse logistics
- >98% availability
- 24/7 delivery requirements established
- Daily shipping of up to 8,000 spare parts positions

## Jungheinrich – Machines. Ideas. Solutions.

Jungheinrich ranks among the world's leading enterprises in the sectors of material handling equipment, warehousing and material flow engineering. As a manufacturing service and solutions provider of intralogistics, the company provides its customers with a comprehensive product range of forklift trucks, racking systems and excellent services.

## Tailor-made logistics system solutions

In order to meet the requirements regarding reliability, efficiency and warehouse safety, a comprehensive logistics system solution was required, composed of various racking systems, a warehouse control system and connected vehicles via Jungheinrich WMS. This solution created a solid base for the improved fulfilment of future market requirements, such as 24/7 availability and faster and more efficient global spare parts logistics.

## Jungheinrich as a general contractor

As a general contractor for all-in-one solutions, Jungheinrich developed and implemented the central warehouse with in-house resources on the basis of a new logistics concept with optimised spare parts management. This major project was implemented by the Jungheinrich division Logistics Systems. Further, the departments Spare Parts Logistics and Automated Systems as well as the Jungheinrich Sales Unit North were involved in the project and responsible for planning, design and realisation of the automated plant components. In addition, the WMS and the control technology were developed in-house.

## The requirement

### Provision of a global and comprehensive logistics network

Global, fast and efficient spare parts logistics can only be guaranteed by highly automated warehouses and logistics networks all around the world. The spare parts management at Jungheinrich makes ongoing investments to process all orders within 24 hours, covering all time zones. As a result, Jungheinrich has the opportunity to set new standards in spare parts logistics, strengthen its competitive advantage in the spare parts business and expand availability of spare parts for its global customers.

## The solution

### Smooth interaction of Jungheinrich WMS, high-bay warehouse, automated small parts storage and vehicles

In order to optimise the spare parts management, a 31-metre high-bay warehouse as well as an automated small parts storage were installed in Kaltenkirchen near Hamburg. The entire solution totals 22,000 m<sup>2</sup> of storage space, replacing the existing spare parts warehouse and management in Norderstedt. The centrepiece of the automated storage system in the Jungheinrich Kaltenkirchen Spare Parts Centre is a seven-aisle pallet high-bay warehouse with a storage capacity of 21,168 pallets as well as an eight-aisle automated small parts storage with 80,000 container spaces. In addition, the new logistics centre includes separate storage areas for fast-moving goods, bulky goods and hazardous materials as well as a structurally separated export area. These manual storage areas are equipped with Jungheinrich racks. The order picking area consists of ten container workstations and eight combined picking workstations for pallets and container goods, where order-related collection of articles in cardboard boxes, special logistic boxes or on pallets takes place. The individual areas are connected by pallet and container conveyor technology with a total length of more than two kilometres. Furthermore, various forklift trucks from the Jungheinrich product portfolio are in operation.

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## Customer statement

### Jungheinrich sets a new standard in the field of spare parts logistics

In the future, up to 1,000 spare parts can be delivered per hour in three time zones (America, Central Europe and Asia) thanks to the customised logistics system solutions. "This way, Jungheinrich is setting a new standard in spare parts logistics, strengthening its competitive advantage in the spare parts business and improving its spare parts availability to more than 98% for its globally operating customers," said Dirk Schulz, Head of the Customer Service Group at Jungheinrich AG. The 3,800 m<sup>2</sup> office space of the Spare Parts Centre was set up as an open-space office. "The transparent and direct communication paths between employees are clearly advantageous in this open-space concept. Received orders are processed more efficiently so that our customers can get their ordered spare parts faster," says Stefan Brehm, Managing Director, Jungheinrich Service & Parts AG & Co. KG.



Stefan Brehm, Managing Director, Jungheinrich Service & Parts AG & Co. KG in Kaltenkirchen.

**More information:**  
[www.jungheinrich.com](http://www.jungheinrich.com)

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