



Bosch Case Study

Overview

Stop Start and Bosch have worked together for the last 15 years. During this time, Stop Start has delivered to both domestic and commercial customers on behalf of Bosch. Key to this relationship is a next day proactive and reactive service which is supplied to meet the ever changing needs of the global home appliance manufacturer.

Client

Bosch has had a presence in the United Kingdom since the late 1800s, when Bosch opened their first store in London. Bosch UK is a member of the Bosch Group, which is a leading global supplier of technology and has over 350 subsidiaries in 60 countries worldwide.

Current Contract

The current contract entrusts Stop Start to deliver a range of high efficiency gas and oil condensing boilers and green energy products to the UK market place, with the emphasis on sustainable energy products for future generations, delivering to private concerns big and small and networks of plumbers' merchants.

Benefits of this bespoke service includes:

- Providing insurance to the full value of the goods. Stop Start's movement of products insurance within the warehouse covers accidental damage of goods while goods in transit are also fully covered.
- A flexible approach, which works on the customers' requirements at any stage of the day, changing and preplanning routes to fit with their time lines.
- Checking products on and off by the Stop Start delivery drivers. The delivery notes are signed and sent to Bosch within 24 hours of the goods being delivered, if any delays do take place Bosch are informed immediately.
- Endeavouring to offer a service that reflects and acts as an extension of the brand's considerable reputation.
- A "Guaranteed Before 10am Delivery" service to private addresses, in cases where boilers have developed a fault usually meeting a service engineer. If the old appliance has been taken out then Stop Start bring it back free of charge when specified.
- Offering a next day guaranteed service to Bosch customers and there is no extra cost involved for morning deliveries.
- Excellent availability. Stop Start are easily contactable by phone or email during its wide operating window.

Stop Start's service agreement with Bosch:

- At the point that Stop Start collects the goods, particularly in the event of a multiple product delivery, Stop Start is responsible to visibly check the mixed Pallet against the manifest.
- The supplier shall be operational Monday to Friday, 24 hours a day, plus additional hours at weekends as may be required to receive goods or pick and dispatch goods in order to satisfy requirements.
- No products to be stacked or layered horizontally.
- Timed delivery slots must be met.
- Goods to be strapped and loaded in such a way that they can not be damaged.
- Stop Start drivers must wear official uniform.
- Responsible for all lifting and handling equipment required to service the requirements of the agreement, including any additional pallets that might be required for either storage at the warehouse or delivery of goods to the customer.
- Proactive in responding to seasonal demand and peak trading conditions.