

## Freight Dispatch At Your Fingertips

### Background

Order placed: today. Delivery expected: the day after tomorrow. For a demanding consumer, this is no more than 'business as usual'. For the logistics department from BSH Bosch und Siemens Hausgeräte GmbH on the other hand, it is a real challenge. When you're transporting anything and everything from fridges to small consumer products to any location in Germany, Belgium, Austria, Luxemburg, Slovakia or the Czech Republic, all within 48 hours, every step must be precisely planned; every process must be 100% functional. And when sourcing its robust mobile computers for logistics data recording, BSH has always turned to Honeywell.

### Choosing The Right Solution

The Giengen operation has been using the new Honeywell Ring Scanner 8650 since 2008. It has been very successful for process optimisation and work ergonomics.

You don't have to look far for superlatives at BSH Bosch und Siemens Hausgeräte GmbH: more than 40,000 employees in around 70 companies located in over 40 countries generated turnover of around 8.76 billion euros in 2008. 44 factories in Europe, America, Latin America and Asia produce consumer products and household appliances for cooking and washing up, refrigeration and freezing, washing and drying. The company holds third position in the world ranking of household appliance manufacturers. However, this corporate success has not been achieved at the cost of rigid, blinkered management structures: BSH promotes well thought-out processes and standardised structures throughout the supply chain. In 2008, the company that began with three factories in Germany won the German Sustainability Award.

The jury's decision was strongly motivated by BSH's ecological products, such as its dishwasher, refrigeration and deep-freeze appliances. These are manufactured in Dillingen and Giengen at a rate of several thousand a day. Together with Vohenstein, these sites form a massive delivery centre; a hub with gigantic



### Overview:

**Client:** Bosch und Siemens Hausgeräte GmbH

**Country:** Germany

**Market:** Warehouse

**Product Solutions:** Honeywell's Ring Scanner 8650

warehouse areas – and equally gigantic logistical tasks. 385 logistics employees work two (and occasionally even three) shifts to process the daily flow of assignments, consisting on average of 52,000 large and 200,000 small appliances, transported in 270 truckloads, 35 containers and 70 railway wagons. A high rate of turnover means that nothing stays in the warehouse for long.

“BSH delivers goods ordered by 4pm to its customers within 48 hours. Urgent orders can be accepted until 6pm; anything after that is carried over to the next day. It makes no difference whether we're



transporting washing machines from Berlin to Milmort or a fridge from Giengen to Flensburg. That's our daily target, and that's what we measure ourselves against," explains Manfred Brauckmann, manager of the Giengen/Dillingen delivery centre. In addition, BSH switched to paperless operations in the 1990s with Auto-ID technology throughout Germany. The data capture hardware for logistics, on-board and hand-held computers was sourced from mobile computer specialist Honeywell from the outset. "To counter daily fluctuations in orders of up to 300% - sometimes up to 600% in individual cases - we must continue to evolve constantly and remain on the lookout for technological innovations", says Andreas Egger, LOG-VAS/RS group manager for BSH in Giengen.

One of these new developments referred to by Egger is the Bluetooth Ring Scanner 8650 from Honeywell. These have been in operation in the Giengen service area since August 2008, after extensive testing. "We cannot afford to have parts of our delivery centre temporarily out of action under any circumstances, so we test all new technology thoroughly and intensively", explains Brauckmann. So before the logistics people in the TASSIMO and parcel service sections could benefit from operational hands-free functionality, the new Honeywell Bluetooth devices were put through their paces thoroughly in wide-ranging scientific tests. The question was: how does Bluetooth data transmission perform in the existing WLAN environment? However, the apprehensions of BSH management turned out to be unfounded. After several months of testing, the study produced a clear conclusion: the two radio connection systems - Bluetooth from scanner to terminal and WLAN from terminal to network infrastructure - coexist with no negative impact on the other. Since then, in the BSH service area in Giengen, TASSIMO coffee machines are offering accessories to customers by just pointing and clicking. The scanner is worn constantly, as Egger describes: "Previously, logistics workers used to have to take the pistol scanner out of its holster, scan and put the device down again in order to grip the package. This cumbersome step is no longer required, which makes things considerably easier for the employee - and also

**For more information:**  
[www.honeywellaidc.com](http://www.honeywellaidc.com)

### Honeywell Scanning & Mobility

Nijverheidsweg 9-13  
 5627BT Eindhoven  
 The Netherlands  
 +31 40 2901 600  
[www.honeywell.com](http://www.honeywell.com)



for our time management." Egger is now testing the Honeywell Bluetooth Ring scanner at the pack station for package dispatch, with great success, as Marcus Kindl - his colleague from the Consumer Products department - confirms: "Naturally we shouldn't be in a rush to convert all our logistics hardware, but we can certainly see the huge advantages of this scanner, with its ergonomic and efficient workflow", says the LOG-L3 group leader.

After just a year in operation, Brauckmann, Egger and Kindl agree that the introduction of the new scanner has been a success. The delivery centre manager is well aware that it would not have been possible without the willingness of the employees to accept innovation: "We always involve our colleagues in optimisation processes, asking for their opinions and seeking feedback. In this way we can be sure they're right behind our decisions." Success has proved Manfred Brauckmann right - the interplay between employees, corporate software and Honeywell mobile computers works. The failure rate at BSH in Giengen can barely be measured - it is around 0.002%.

Figures   Data   Facts	
Project Partners	Honeywell, BSH Bosch und Siemens Hausgeräte GmbH
Logistics Employees	310 in Giengen
Staff Work Patterns	310 in Giengen
Activities	Incoming goods checking, stock-picking, outgoing goods checking
Storage Areas (Worldwide)	In total 1,127,261 m <sup>2</sup> (including buffer)
Storage Areas in Germany	In total 276,521 m <sup>2</sup>
Storage Areas	In Giengen / Vohenstein / Dillingen: in total 165,996 m <sup>2</sup> with a minimum warehouse height of 8 m (corresponds to 696,497 washing machines or a village of 332 detached houses each with grounds of 500 m <sup>2</sup> )

