

## Paper Industry – Goods Service Centre (GSC) in Siebenlehn.

How innovative industry concepts for the paper industry are implemented in practice can be seen at the NOSTA Group's goods service center (GSC) in Siebenlehn, Saxony. "We have been working together with our renowned major customer since the end of the 1980s and have actively accompanied the structural change as a logistics partner", explains Andreas Wolke-Hanenkamp, CEO of NOSTA Logistics GmbH. Digital photography in particular has led to major restructuring at the customer. The production of silver salt paper declined, but the demand for inkjet and decor paper rose. In addition, the paper industry was confronted with rapid product development in all market segments and the highest quality standards. "In addition to huge paper rolls, customers now demanded a wide range of quality paper products from our customer, some in small batches", he confirms the market trend. It goes without saying that different types of paper in thicknesses from 60 to 310 grams are required today. Wolke-Hanenkamp: "The high-volume business with standard goods is definitely passé." The necessary changes in the production structure consequently entailed adjustments in procurement and logistics.



### Consulting Services for Industry Solutions

„Together with our major customer, we developed a tailor-made logistics concept over a longer period of time“, says Wolke-Hanenkamp. The factory layout has been restructured to create new opportunities for expansion in the manufacturing process. "The added value lies in the production of

paper and this is the focus of attention", he explains the approach. In short, paper producers concentrate on their core business, namely the production of high-quality paper.



They leave the secondary processes such as logistics to their partners, who have the necessary industry know-how.

### Central Warehouse with State-of-the-Art Equipment

As part of this process, the management of the major customer commissioned the NOSTA Group to construct and operate a logistics center in the immediate vicinity of the motorway. After a construction period of only six months, the GSC in Siebenlehn was completed in 2008. "The planning and development of the GSC was a real milestone in the corporate development of the NOSTA Group", emphasizes Wolke-Hanenkamp. "As a so-called greenfield solution, we were able to demonstrate our competence in this segment for the first time." The central goods distribution center is optimally geared to all the requirements of the industry: With state-of-the-art equipment and an innovative IT warehouse management system, it has a capacity of 20,000 pallet spaces on an area of 15,000 m<sup>2</sup>.

## Cycled Shuttle Traffic

Shuttle services run several times a day from the goods service center to the nearby production facility of the major customer. With their own vehicles, they transport semi-finished products, raw materials and other goods just in time to the plant and bring finished products to the logistics center. Branch manager Jörg Prochaska explains how plant supply and disposal is organized in close cooperation with the customer's logistics managers: "The demand monitor of our SAP system transmits the demand for semi-finished goods, packaging materials and chemicals to us. All three components are used by our major customer to produce photographic paper and further refine it." The shuttle traffic timetable, which defines the arrivals and departures to the plant, is worked out taking into account the specified quantities required. Thirteen circuits a day are the rule. "In the system, we can also see what quantity of goods are available for collection at the plant", says Prochaska. On the return leg of the tour, the vehicle transports not only the semi-finished products but also the finished products to the nearby logistics center for storage. This is where the distribution and control of the transport handling of all products takes place - and not just by road. The NOSTA Group also serves its customers with containers by sea and, if required, by air freight. Sounds simple, but it is not. The paper industry expects logistics partners who can quickly adapt to new conditions and present viable solutions.



## Picking and Packaging Made to Measure

In addition to all stationary logistics services, the NOSTA Group team also provides various value-added services. This includes the picking and packing services. "In the goods service center we pack inkjet paper by hand into various



packaging sizes for our customers. We also operate a semi-automatic packaging line for inkjet paper", explains Jörg Prochaska. Particularly in the area of packaging, the greatest possible flexibility is pushed: In order to ensure that the finished imaging papers can be delivered from the factory in the size required by the respective customer, a variety of formats are offered - from roll stock in various widths and lengths to the finished packaged sheet stock. "We can produce small special items for customers as required, including quantities of 10 or 100 sheets in a box", reports the 32-year-old branch manager.

## Flexibility is the Trump Card

Versatility and flexibility are not only to be discovered in the field of order picking. They form an important cornerstone in the overall cooperation with the long-standing key account of the full-service logistics provider. In paper logistics, as in other branches of industry, clear arrangements and detailed service agreements form the basis for a successful long-term cooperation. "The logistician must know how which paper qualities are packed and loaded, which documents and customs papers are required and which

acceptance modalities have been agreed with the customer”, emphasizes Wolke-Hanenkamp. It gets really exciting when there are short-term changes in production planning and shipping orders. There are enough reasons for this: changes are necessary at short notice for overseas shipments, other factories cannot accept raw materials due to production problems or customers simply change their production plans. “Then the logistics partner has to find solutions quickly. No matter how far the transport plans have advanced.”

## Know-how in Customs Clearance

Expertise is also indispensable in customs clearance. For example, deliveries to countries with preferential agreements are complex. If an intermediate product is manufactured within the EU and shipped to a third country with which there is a preferential agreement, then the third country does not have to pay any customs duty. Such third countries are, for example, Israel or Mexico. “We have the know-how and reliable personnel who are familiar with international customs regulations to handle these shipments”, explains Wolke-Hanenkamp.

## Customer- & Solution-Oriented

„We can adapt to any customer demand and find a solution for any challenge, no matter how great. This means that we always work in a very solution-oriented manner and can offer our customers far more than others could”, concludes Prochaska. In the NOSTA Group’s logistics concept, customer satisfaction is the top priority. To ensure this at any time, the company not only provides the highest level of service, but also continuously develops strategies to meet the needs of the customer. Jörg Prochaska is sticking to this resolution for the future: “We have set ourselves the goal that we will continue to be fully available to our customers, satisfy their needs and be a strong partner for them”. The conditions at the Siebenlehn location, with its proximity to the customer’s production site, are ideal for this.

## Your contact



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## NOSTA Group:

More than 750 employees. Over 40 branches worldwide. On the road successfully for more than 40 years in the world of logistics. The NOSTA Group is an international, family-run logistics service provider consisting of the NOSTA Holding GmbH (carriage of goods by all modes of transport, warehousing, contract logistics) and the NOGA GmbH (production of individual load carriers). Apart from optimum planning and carrying out our logistics processes, our company also concentrates on developing individual industry solutions and future-oriented concepts. Quality, dependability and practiced customer-focus are always at the centre of our activities.