



Case Study: Burgess Pet Care

Overview

Bibby Distribution was awarded the Burgess Pet Care Distribution Contract in 2008. The Contract operates from the production plant at Pollington near Goole and the solution comprises a combination of semi-dedicated and networked distribution which is both efficient and cost effective. The task was to provide Burgess with a solution that provides a next day delivery service whilst reducing the instances of product damage to an absolute minimum; the quality and high standard of operations at the Bibby Network sites ensured this was achieved.

Customer

Burgess Pet Care is a leading supplier of high-quality animal welfare products in the UK and has over 300 years experience of working in the agricultural and food business. Burgess is a family owned company and has strong family values and over the years has forged strong links with the local farming communities within which it operates.

Current situation

Bibby Distribution employs on-site personnel that integrate very closely with the Burgess Pet Care team. The close relationship focuses on removing costs from the logistics operation and coordinates production, stock management and delivery scheduling into one smooth, efficient and cost effective process. The collection of inbound raw material brings further synergies to the Bibby fleet and plays a great part in reducing empty running miles and reducing CO2 emissions.



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Service Offering

- Collection of inbound raw materials
- Order management via EDI link
- Route planning & consignment booking
- Cost effective mix of semi-dedicated fleet & In house groupage service
- UK wide distribution
- Timed deliveries into Regional Distribution Centres of major retailers
- Order day 1 for delivery day 2
- On-site pallet management
- Management of Burgess Pet Care subcontractors

Benefits

Close partnership between two long established family-owned companies enabling joint strategies to be developed:

- Dedicated workforce providing superior customer service
- Process and cost improvement initiatives ensuring competitiveness in the market place
- Consistently high service levels, on time in full >98%
- Monthly KPI review and Continuous Improvement Plan
- Monthly cost reviews



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Testimonial

“However good our products at Burgess Pet Care, it is meaningless unless our customer service is excellent. With the strong growth that Burgess is experiencing, our new partnership with Bibby gives me confidence that we can meet this rising demand with industry leading service standards. We are already impressed with the smooth handover and the dedication of Bibby personnel on site. I look forward to a long and successful relationship.”

Paul Miley, Managing Director of Burgess Pet Care