



State of the art of supply chain 2.0

Dubrovnik conference
October 2015





Paul Kuipers

Partner of Balance & Result (NL)

- Process improvement in construction
- Business development
in building sector
- Work with clients, contractors, suppliers,
merchants, consultants and government
- Active member of innovation networks
- Writer Ufemat report about sustainable
logistics



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State of the art of supply chain 2.0



The changing role for merchants of building materials.

**Better client value and 10% more
profit in the building chain!**

BALANCE RESULT
ESTABLISHED 2008

1. Our changing world

Refugees
Banking crisis
Alibaba

Renovation instead of new buildings

1



The senior society



5

Affordability



6

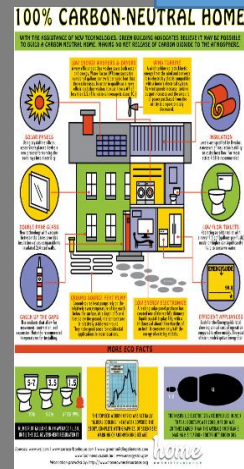
Building in urban areas



3

Sustainability

4



Lack of skilled labour

Modern building requires new skills and knowledge of our craftsmen. In the crisis many craftsmen left the construction sector. There will be a need for educated skilled workmen. This is a new challenge.



7

The digital world

2



Our changing world – EU



Connie Hedegaard –
*Former EU Commissioner for
Climate Action (2010-2014):*

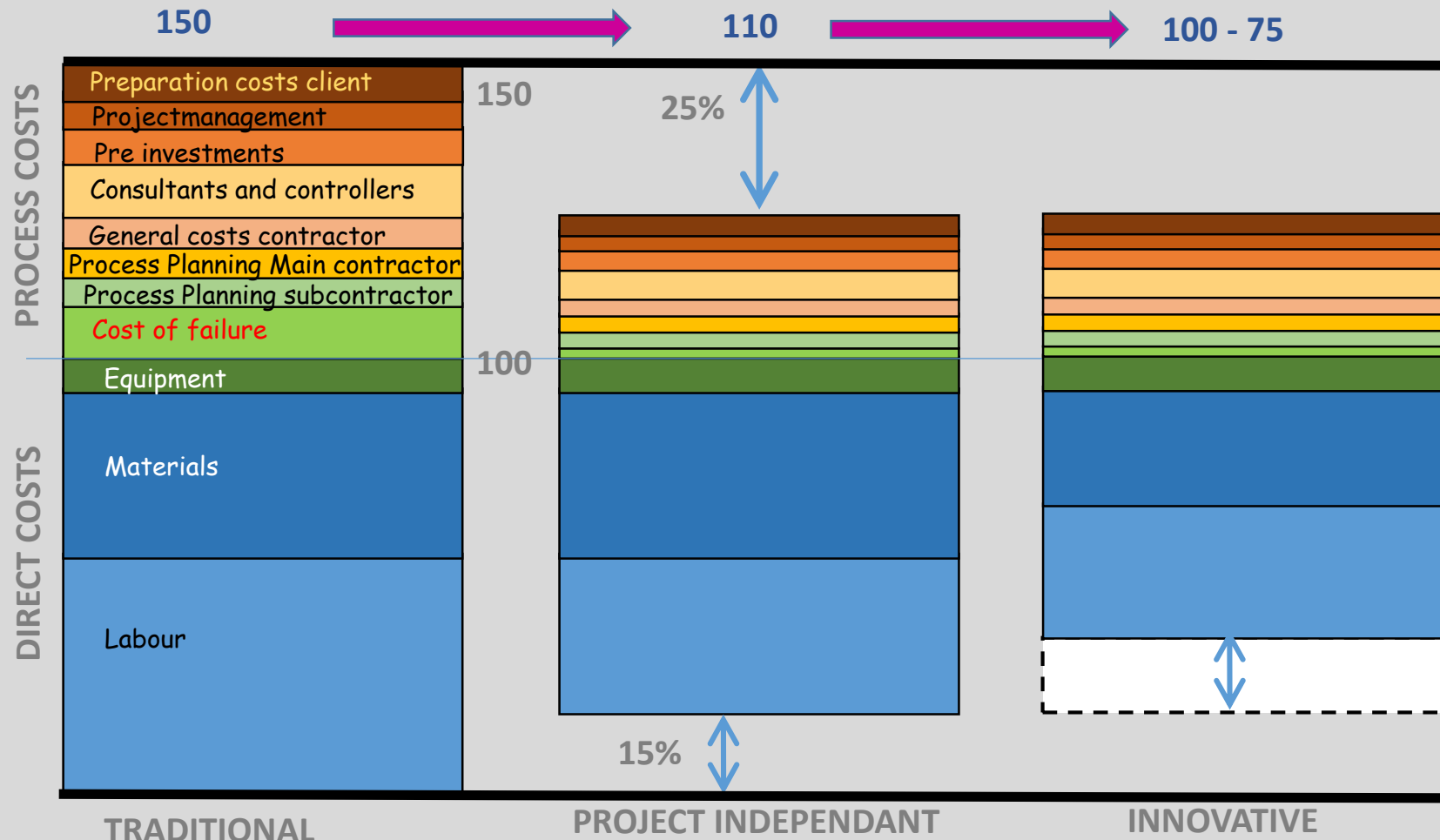
EU directives and regulations

CPR regulations

Packaging Waste directives

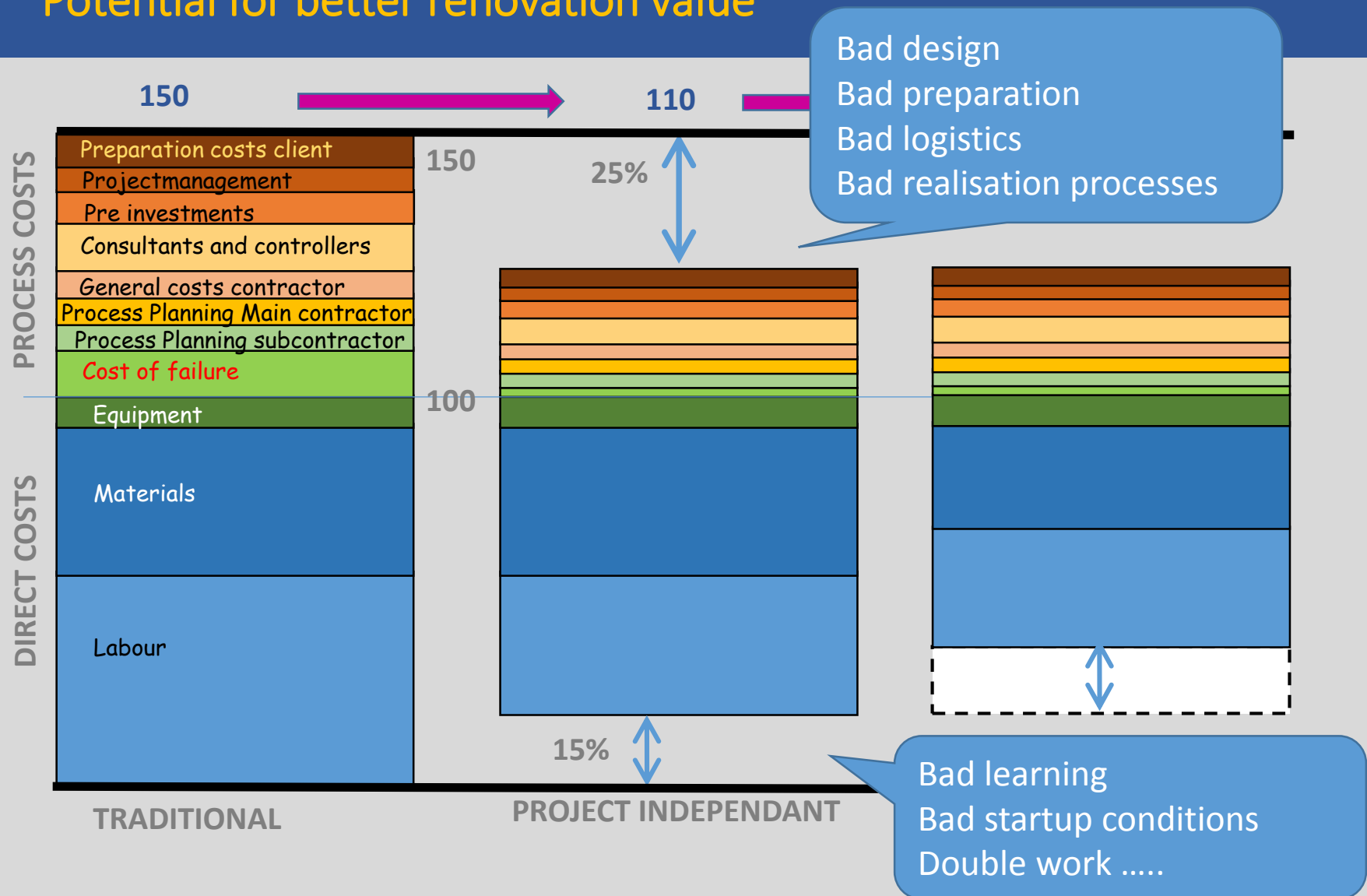
Energy 2020 targets

Potential for better renovation value



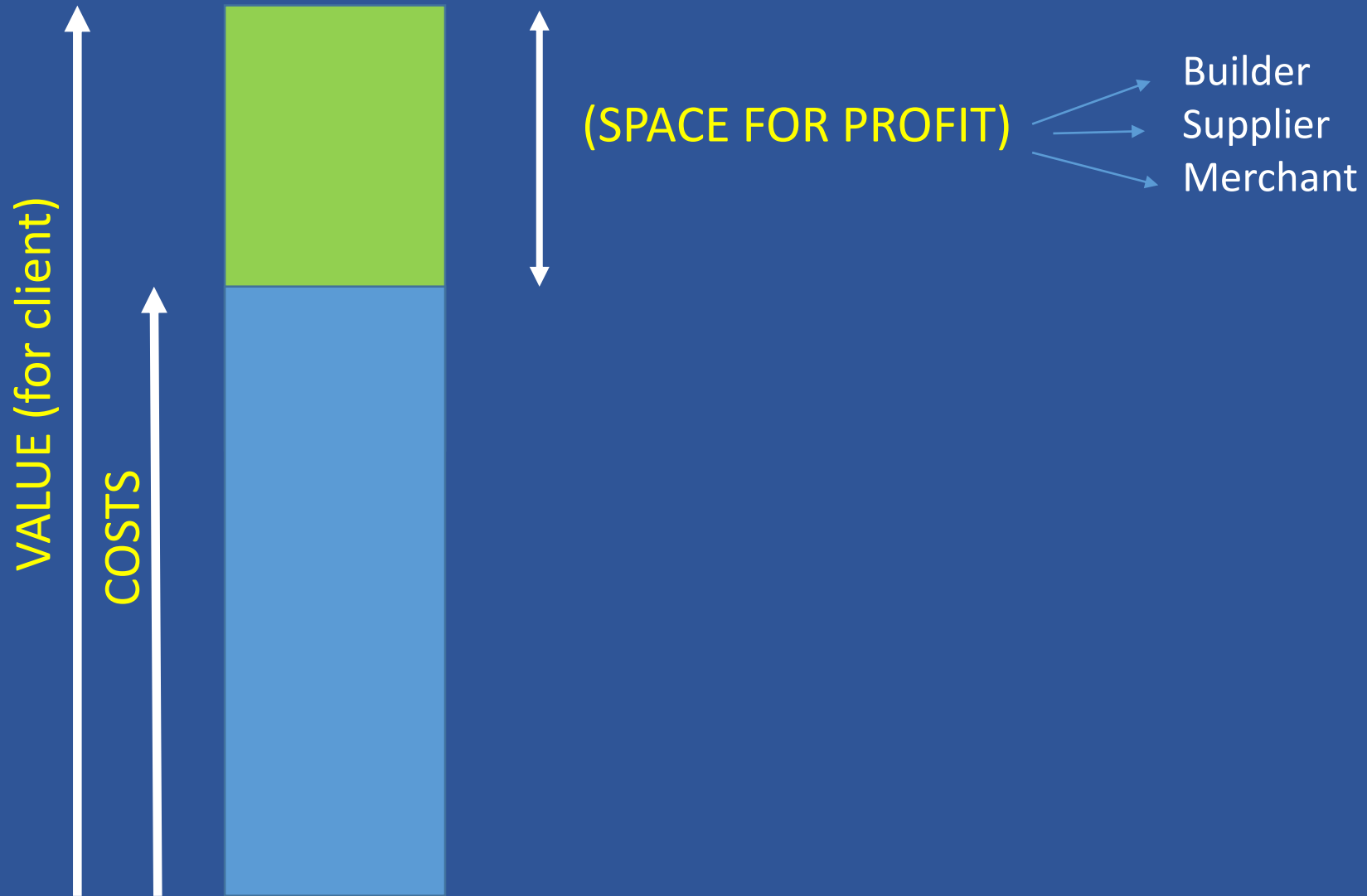
Further optimisations require collaboration in the chain

Potential for better renovation value



Further optimisations require collaboration in the chain

How to get more profit?





LASTON

**raab
karcher**
www.raabkarcher.nl

BIC

**raab
karcher**
www.raabkarcher.nl

**raab
karcher**
BouwStoffen
ARCH-HOME

Basic value roles as a builders' merchant



Advisory role

Helping clients to get optimal solutions for their project.



Craftsman information support role

Helping the craftsman with adequate know how and service.



Logistic role

Supporting the client with an effective and efficient process.



Banking role

Supporting the client with appropriate financial conditions.



Added values of the merchant



Advisory role



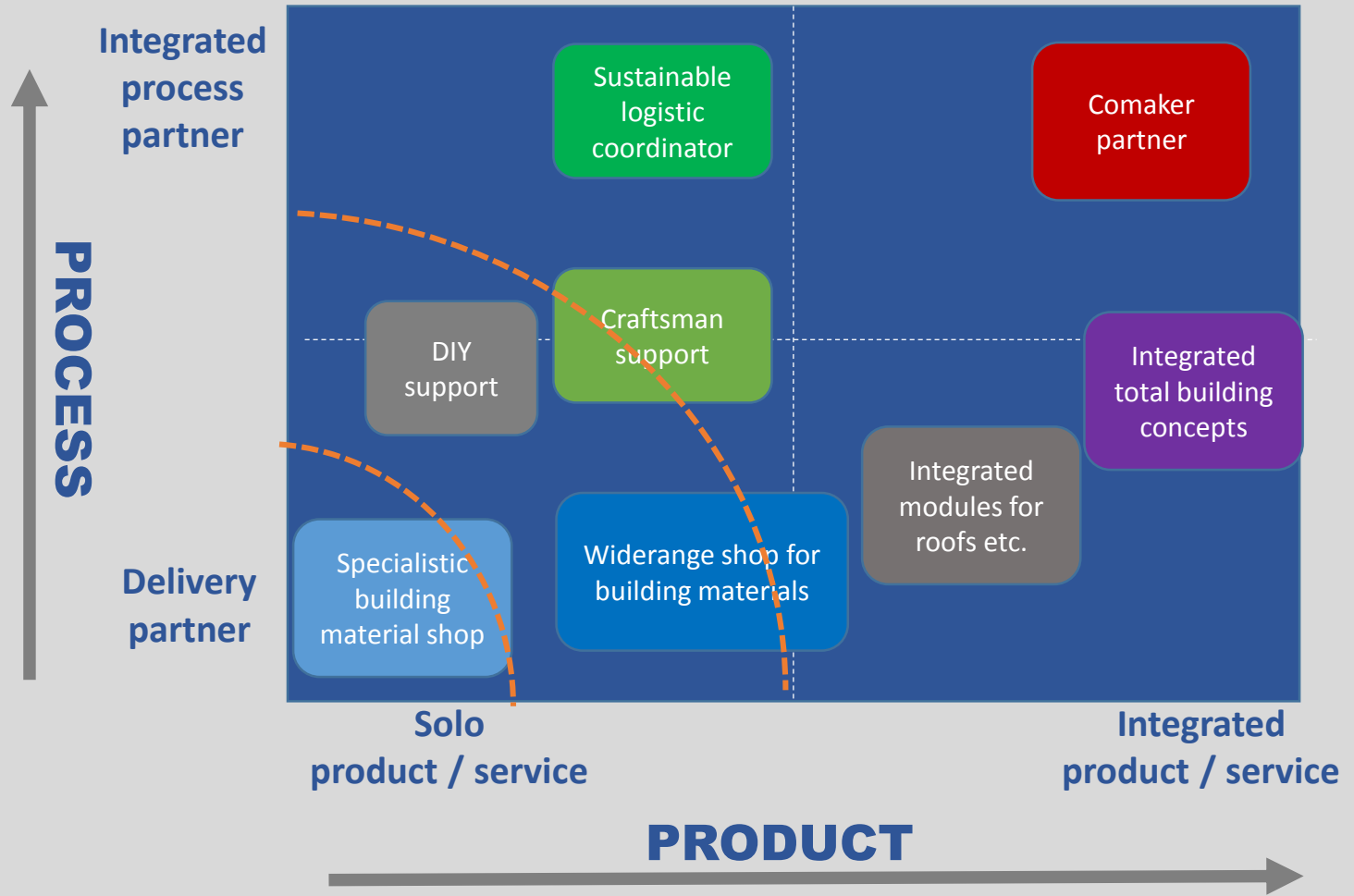
Logistic role



Craftsman support role



Banking role



Widerange shops : Availability & full service

Availability



Experience centre (AT)



Enlarged productrange



See shop-in-shop concepts

Advisory themes

Building is getting more complex. So more knowledge is required. Items like:

- Sustainable solutions
- Senior support, life time flexibility
- Healthy buildings
- Safety
- Air quality
- Lighting conditions
- Flexible renewable energy systems
- Comfort
- Esthetics, etc.

Early involvement & co-makership

Integrate
product &
process

(BAM & CRH)



CRH and BAM have a co-maker relation for at least 5 years. Together they developed their concept.

Smart Building Systems

Better – faster – cheaper - easier



Prefab cellars: fast, easy, guaranteed quality.

3D prefab modules



Energy efficient renovation



'Zero-energy dwellings'
→ No energy bill

Integrated solutions = less risk & cheaper

Lego approach

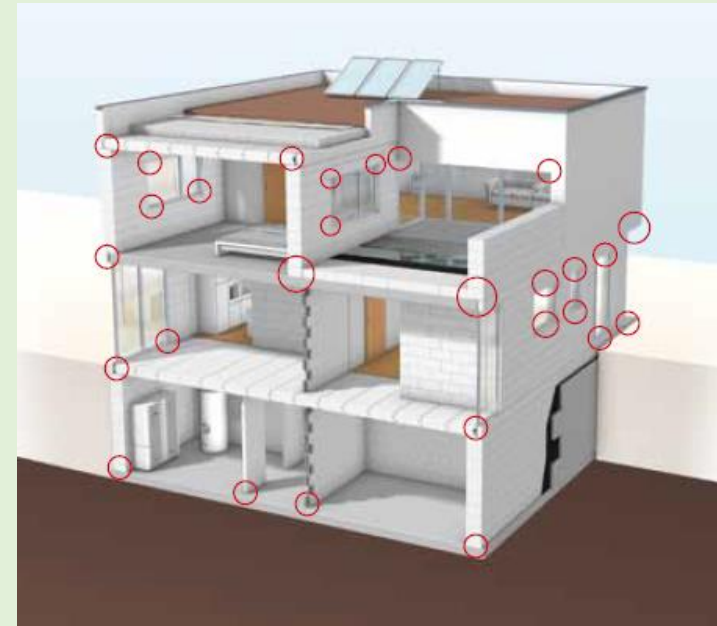
(Heinz von Heiden)



All electric house



Positive energy building



Velux – integrated unit for
fresh air/regulated daylight



Craftsman support



Better information for the craftsman (Andimac, SP)

Campus Andimac
Programas formativos para industria y distribución de materiales de construcción

Club del Profesional
Campus de mejora profesional para reformas e instalaciones

Area de Empresa
Campus privados de empresas que apoyan la mejora continua de su organización y clientes

MATERIALIA es el centro de formación de las empresas de distribución de materiales y profesionales de la construcción en lengua castellana.

Próximos Cursos:

Aplicación práctica de la rehabilitación energética en la distribución (y materiales, soluciones constructivas y ayudas a la rehabilitación energética)

El curso habilita al comercial del punto de venta a entender qué es y para qué sirve la eficiencia energética, un mercado que a partir de 2015 va a ir ganando de forma importante cuota de mercado.

Ayudará a conocer soluciones prácticas para la mejora de la eficiencia energética en la edificación: rehabilitación y obra nueva.

Empieza el: Inicio: 2 de abril

[Acceder al curso](#)

E-commerce (GE,FR,DAN,FIN,NL,SE)

BUDOGRAM
Budująca społeczność

DZIENNIKI ARTYKUŁY PYTANIA I ODPOWIEDZI TAGI

NAJNOWSZE DZIENNIKI

NAJNOWSZE NAJPOPULARNIEJSZE

Wpis w dzienniku Inspiracja

Co teraz dzieje się na budowie?

#tagi (0)

Budogram (Wienerberger, PL)

Logistic coordination, different business cases



The Krook, Gent (BE)



**Logistic coordination,
different business cases**

**Merchant is
contract leader**



BE A HIGH VALUE PARTNER (5 MAIN ITEMS)



Smart building systems



Early involvement



Digital collaboration



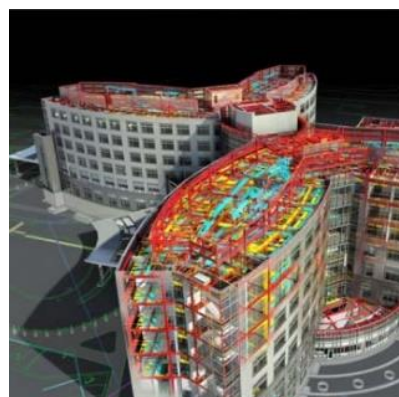
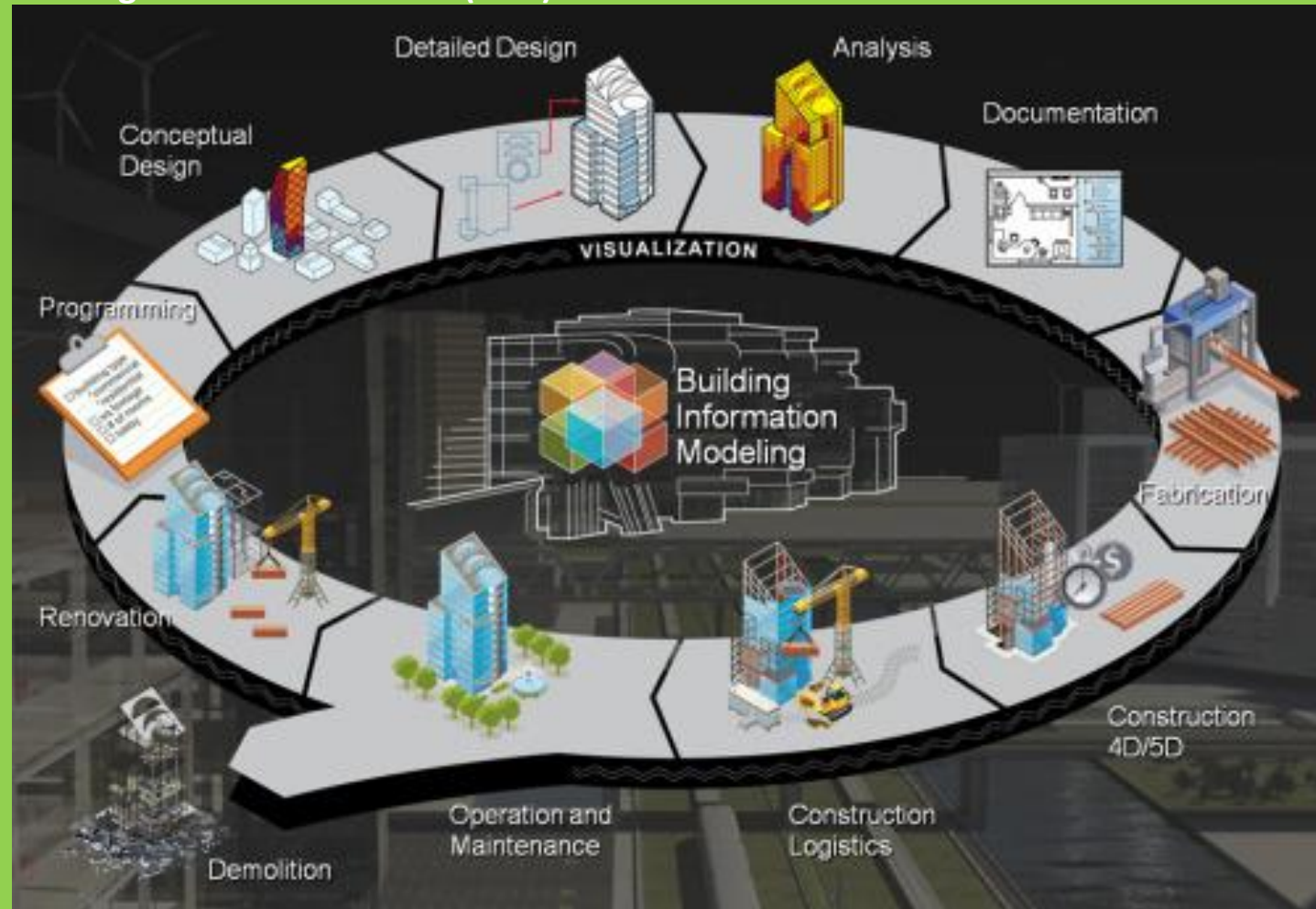
LEAN



Sustainable logistics

If you want to win, play the game (Knowledge = power)

Building Information Model (BIM)



(D) Being a LEAN process partner



Plan with craftsman
Day to day
High commitment, high reliability



LEAN focusses on
7 types of waste.

8 Wastes: Lean Six Sigma



Inventory

Excess products
and materials not
being processed.



Talent

Underutilizing
people's talents,
skills, & knowledge.



Waiting

Wasted time waiting
for the next step
in a process.



Motion

Unnecessary
movements by
people (e.g., walking).



Defects

Efforts caused by
rework, scrap, and
incorrect information



Transportation

Unnecessary
movements of
products & materials.



Overprocessing

More work or higher
quality than is required
by the customer.



Overproduction

Production that is
more than needed or
before it is needed.



LEAN planning
(LEANworks, NL)



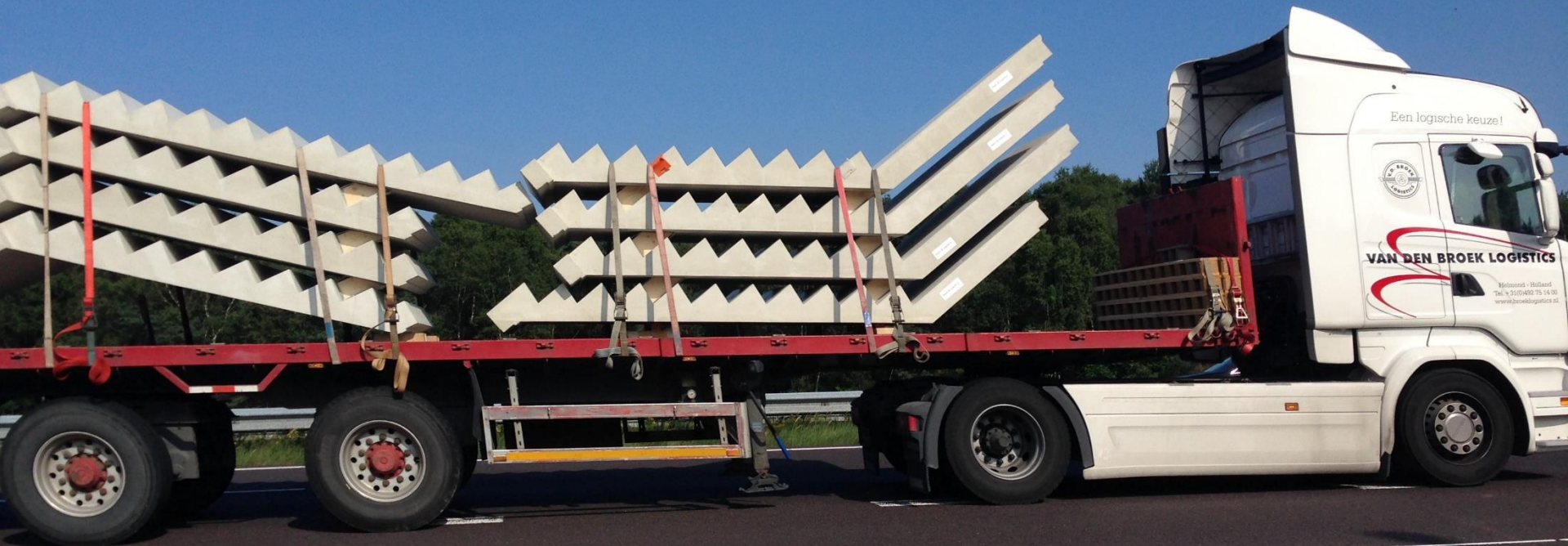
Being a (C)LEAN process partner

According to the LEAN principles a clean and safe building site is also the site with the highest productivity.



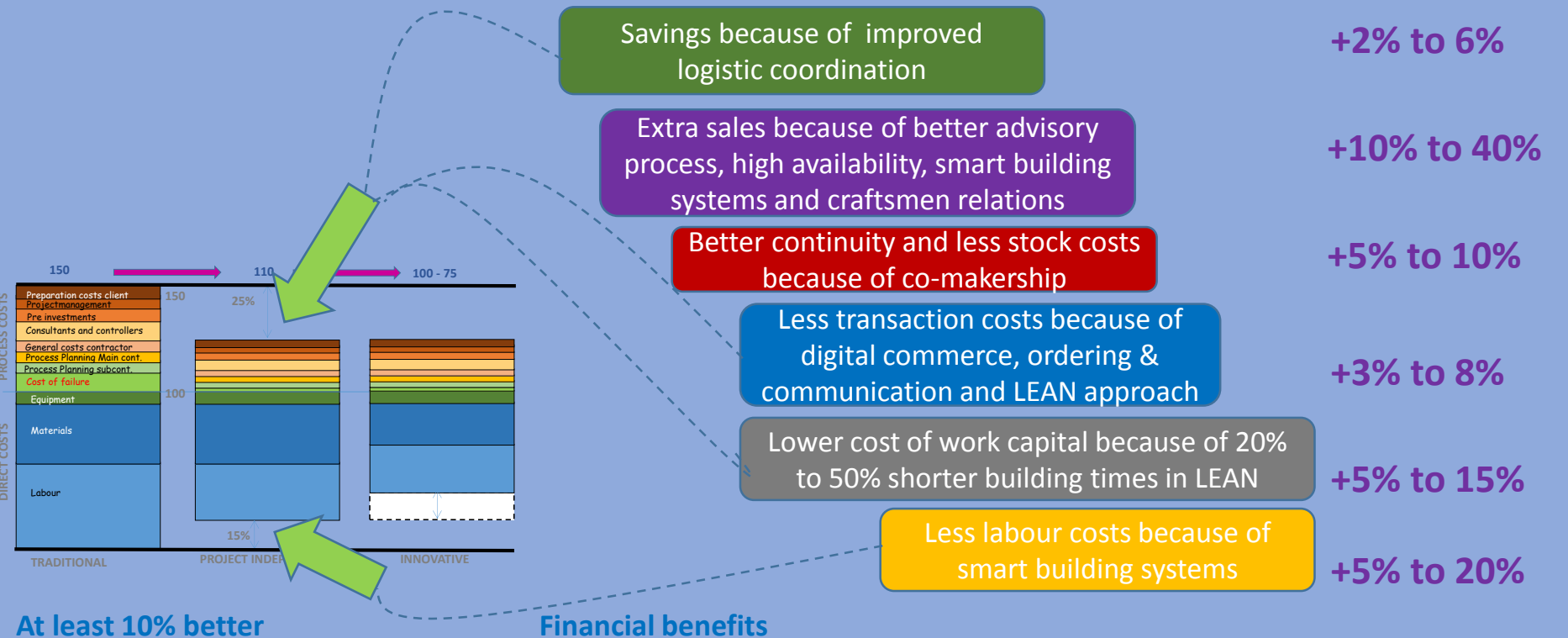
(E) Sustainable distribution





COMPANIES WITH A STRATEGY PERFORM BETTTER

Synthesis: at least 10% better



Better, faster, cheaper. Getting a better business performance is in many situations associated with better performance to clients. The merchant is able to reduce the direct costs of labour (15%) in the building process as well as the general process costs (25%) (See page 8)

Better logistic performances will pay out, as well as better advisory services. For many merchants their client relations are crucial. Commercial performance as well as operational performance are critical for these client relations. And also critical for the business.

Potential benefits we got from experts are indicatively. It is really dependent on the specific business situation to make a realistic estimation. Nevertheless the figures make clear that the potential benefits might be much more than 10% extra profit.

What makes companies successful?

UT GONE ALSO IS THE WORLD REPLACING THAT OF CHIPPEY. THE EARLY IRON MASTERS AND ENGINEERS AND INVENTOR OF DARBY AND WILKINSON OF BOULTON AND WATT OF T L FORD AND STEPHEN IT W/ A NEW WORLD CREATED BY THE INDUSTRIAL REVOLUTIO WILKINSON BUILT THE FIRS MAJOR STEAM ENGINE IN FR ANCE ADVISED AT LE CREUSC I TELFORD ADVISED ON THI ANBY STARTED IRONWORK S I CHARENTON AND LEASED I CHES TAYLORS AT MARSEILL E BUILT IRON STEAMSHIPS T JRG EVANSS OF WARSAW WE RE SUPPOSED TO BE THE LAR GEST MANUFACTURERS OF I ON IMPLEMENTS IN EUROPE A EXCEPT FOR JOHN COCKE ILLS AT SERAING IN BELGIVI MACHINES AT VERVIERS THEN IS SON BOUGHT THE CHATEAU OF SERAING AND STARTED MA

IT IS NOT THE STRONGEST
OF THE SPECIES THAT
SURVIVES, NOR THE
MOST INTELLIGENT THAT
SURVIVES. IT IS THE ONE
THAT IS THE MOST
ADAPTABLE TO CHANGE.

LEON C. MEGGINSON
PARAPHRASING CHARLES DARWIN

ZERODEAN.COM

**'A mind is like a parachute.
It doesn't work if it's not
open.'**

Frank Zappa

(Philippe Dujardin)

Support creativity

Make new ideas
happen



BALANCE & RESULT
ORGANISATIE ADVISEURS

Report by Paul Kuijpers
Balance & Result (Deventer, NL)



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