

TPN TIMES

TPN



**THE PALLET
NETWORK**
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SPRING 2011

HYLAND EXPRESS RACES TO THE TOP

Hyland Express take the top prize at the TPN Annual Awards



CUSTOMER PROFILE

ARC builds a quality network with TPN

MEMBER PROFILE

Tuckmill's Roads are Paved with Success

DELIVERING A HOME ADVANTAGE

Cracking the Home Shopping Market



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Andrew Marren accepting the Customer Service Award on behalf of East West Express



Gordon O'Keefe accepting the Sales Award on behalf of K&L Deliveries

Congratulations! Hyland Express Races to the Top

The Best Depot of the Year Award was carried to the Midlands this year when Depot 113, Hyland Express Cargo, took the prestigious award back to its County Laois headquarters.

BEST DEPOT OF THE YEAR AWARD

In an extremely close-run contest, **Hyland Express**, which covers Laois, Offaly and North Tipperary, beat a strong shortlist that included last year's winners, **East-West Express from Mayo**. Winners were announced at a gala dinner dance held at Johnstown House Hotel, Enfield early October.

"It's nice for the staff and management to see their hard work recognised," said Managing Director Ger Hyland. "Our success is attributable to our high service levels. Our depot delivers on time, our staff are pro-active about communication and there is always someone at the end of the phone to answer queries or help sort out problems. Avril, who won an individual award two years ago, and myself are at the depot every day, which sets a good example for our staff."

BEST CUSTOMER SERVICE AWARD

East West Express, Depot 116 covering Mayo and North Roscommon, picked up **Best Customer Service** award for the second time, having first been recognised for its customer-focussed approach in 2008. Last year it was named Best Depot overall. "We have excellent office staff who know how to deal with people and their problems," emphasises James Marren, who runs the business with the help of his wife Marian, son Andrew and daughter Katherine. "When someone calls up with a query, whoever takes the call deals with it until the situation is sorted.



Depot of the Year winner Hyland Express: Ger Hyland & Avril Bergin accept their award from Adam Leonard, TPN UK, and Owen Cooke, Chairman TPN Ireland

If they can't deal with it themselves, they bring it to me. It is very important that callers aren't passed around from one person to another or told to ring another phone number." Says James.

SALES AWARD

The **Sales Award** went to **K&L Deliveries**, Depot 127 covering Kerry which achieved a 31% increase in business in a tough recessionary year. "It's easy to get a Sales Award when you have a network like TPN which has a quality service that we can sell," says owner Gordon O'Keefe. "Every depot plays a part as you're only as good as your weakest member." But, Gordon adds, the award takes pride of place in the transport office so everyone can see it.

BEST LIVERY AWARD

James Allen, boss of **Best Livery Award** winner **Allen Logistics**, is so proud of the TPN logo that he invested in a new drive-through lorry wash. "We installed the lorry wash just before Christmas, so we can be sure our lorries are always clean. Having a good livery brings benefits. The public is more aware

of TPN when they see our vehicles on the roads and I have had phone calls from people who see one of our lorries and want to know what TPN stands for.”

The new wash is eco-friendly too, as it uses less water than hand washing by recycling the water it uses. The wash will no doubt come in useful for **Allen Logistics'** 31st lorry, a 26-tonne specialised vehicle designed for the drinks industry, which joined the fleet in January.

3 INDIVIDUAL AWARDS

In addition to the depot awards, three individuals were honoured on the night. Mairead Barrett was awarded for outstanding contribution to the network. “I am dumbfounded,” she said. “I can't think why I got the award, but I guess it's because I'm friendly and try to sort out problems. I love the buzz of the transport industry where everybody knows everybody.”

Mairead, works at **Eoin Gavin Transport** (depot 130) which covers County Clare. She also recently celebrated the birth of a bouncing baby boy, Jeremiah, on New Year's Eve.

A surprised Nicky Finegan, Customer Services Manager at **Independent Express**, Depot 102 covering Dublin, was also given an award for outstanding contribution to TPN. “I think it's because I help all the depots and enable them to offer a good service,” she said, “but it's second nature to me to do that. If anyone has a problem, I like to get it resolved, make everyone happy and move on to the next thing. Also the people I work with are fantastic and make my job easy.”

THE NIGHT SHIFT

The final award, for outstanding contribution went to Joe Maguire of Depot 101, **AM Transport**. one of the night trunk drivers. This depot covers Counties Antrim and Derry. It is run by Joe's brothers Alex and Damian. Joe, who attributes the award to his sunny disposition, has always stuck to driving. “I work days now, not nights, but I enjoy driving,” he says. “I love my job and I think my enthusiasm shows. If you say it with a smile, the world smiles back at you.”



Lindsay Allen accepting the Livery Award on behalf of Allen Logistics



Mairead Barrett from Eoin Gavin Transport accepting her Outstanding Contribution Award,



Nicola Finegan of Independent Express Cargo accepting her Outstanding Contribution Award



Angela Poag from AM Transport accepting the Outstanding Contribution Award on behalf of her colleague Joe McGuire



Tuckmill's Roads are Paved with Success

Brendan Morgan never wanted to do anything except drive lorries. Now, as owner and founder of Tuckmill Transport, he has nine of them to play with, not including three vintage models at home in County Wexford.

"I was never interested in cars," Brendan admits. "I only ever wanted to be in the haulage industry. When I left school I was a mechanic for heavy goods vehicles, from tractors upwards, until I got my driver's licence at 17, when I became a driver for a hardware company."

After a stint shifting containers to and from Dublin docks, Brendan returned to his native Clare to cover long-haul European haulage for John Joe Fleming. When Brendan formed **Tuckmill** 15 years ago, he continued to specialise in long-haul work, moving Irish beef and lamb in three refrigerated arctics.

But Brendan soon saw an opportunity for a courier business from Wexford to Dublin, "No one was offering a same day service at the time," he recalls, "so I bought a van and two trucks to supplement the long-haul vehicles. We even provided courier services in Wicklow and Wexford for Independent Express."

It was not surprising, then, that **Tuckmill** became a founding member of TPN. "TPN helped us grow our business," Brendan emphasises. "The nation-wide next-day service and the reliability of the network that have made TPN successful have allowed us to offer a good service to our customers. The number of network members helps too, since we're all serving smaller areas which we know inside out. **TPN now accounts for 85% of our business**, with the rest comprising newspaper distribution and some local work to and from Dublin."

Last year **Tuckmill** handled 140 pallets per night, a whopping 30% increase and the second biggest volume contribution to the network. "It has been a grand year for us," Brendan says. "The recession has forced a lot of companies to change the way they do business, so they outsource their haulage to us. We now contribute the second largest number of pallets into the network."

Today, **Tuckmill** is based in a 12,000 sq ft warehouse at Enniscorthy, Co. Wexford. All of its nine vehicles (four tractors, three rigid, one 2.5 tonne box rigid and one transit van) can be loaded and unloaded inside the warehouse. From a staff of one, Tuckmill has grown to 10 and the fleet is growing too: a double decker trailer was introduced in 2009 and two ordinary trailers came on stream last year.

But Brendan isn't content with running lorries for a living: his hobby is taking part in vintage vehicle runs with his three tractors and two Honda 50 motorbikes. In December he joined a Wexford ride to raise money for Our Lady's Children's Hospital in Dublin and in January he took to the road for the Spina Bifida Association. I guess it's what you might call a Tuckman's holiday!



Brendan Morgan and his team of drivers at the Tuckmill Transport HQ

MEMBER PROFILE

ILT Visits TPN Hub

Following TPN's winning of the Chartered Institute of Logistics and Transport's Logistics Best Practice Award last spring, the ILT honoured TPN with a visit to the hub's night operation to see how we achieve the efficiency which so impressed the judges.

Around 15 CILT members were given a presentation on TPN before viewing the hub in action.

"The CILT exists to promote the art and science of logistics and transport," explains council member Wally Carpenter, who took part in the visit. "Education is a big part of our remit, and that includes technical visits to premises to show members examples of best practice."

"Pallet networks in general allow smaller operators in a local area to expand their services and offer wider coverage. The great thing about TPN is it is so simple, but so efficient. The staff know their business inside out, and it shows."

"In addition, while many in the industry are not willing to share information, TPN is open and welcoming. If more companies worked in a similar fashion, it would be better for the logistics industry as a whole."



Delivering a Home Advantage

In this age of Internet shopping, most of us have suffered the trials and tribulations of waiting in for orders that have never arrived. For while home shopping may be the fastest growing retail sector, few have yet been able to crack the logistics to go along with it, which presents a golden opportunity for TPN to show people how it should be done.

Picking individual orders is much harder than building pallets, particularly where clothing is involved, since it involves a small number of each sku or product line. But with imagination, picking can be transformed into an efficient and impressive operation.

Batch picking, for example, also called wave picking, involves a picker selecting the number of each sku required that day (such as all T-shirts or all of a particular CD), later breaking the picks down into individual orders. Or there's zone picking, in which someone picks all the items needed from one zone, again

later breaking down the bulk picks into individual orders, and picking to route or vehicle, which requires someone to pick all goods going in one vehicle.

To make picking easy and efficient, the warehouse has to be designed to suit the operation. Normally, fast-moving items are placed at the end of aisles, the front of the warehouse or near the packing station. In some cases, big sellers are stored in pallets near conveyors or at the end of aisles. Minimal automation, such as a short conveyor or one carousel, can reduce the average 5-10 kilometres per day walked by a picker.

The 'last mile' delivery to peoples' homes or work places presents an even greater challenge. Most consumers have no idea when their order is coming, unless they paid a premium for next-day delivery, which means that 15-20% of goods have to be re-delivered because the consumer wasn't in to receive them.

There are ways around this. Early morning, evening and weekend deliveries provide

more options; day-definite delivery allows the consumer to pick the day they want their goods. Drop points, typically garages or convenience stores, take in parcels for consumers to collect at a later time.

Carriers are increasingly emailing and/or texting consumers to warn them their order will be delivered the next day, or even later that day, so the consumer can ensure someone is at home or contact the carrier to re-arrange delivery.

Providing an effective home delivery service is not easy, but the carrier that can get it right will dominate the market in no time. TPN has the warehouse space, the retail knowledge and the enthusiastic, hard-working member network that could make it happen.



Excellence Through People...

TPN FOSTERS TALENT

TPN could not survive, let alone thrive, without the dedicated, flexible and hard-working workforce. In recognition of its efforts to foster talents that improve business performance, TPN has been awarded the **Excellence Through People Award**.

This national standard comprises of eight sections:

- Business planning and quality improvement;
- Effective communication and people involvement;
- Leadership and people management;
- Planning of learning and development;
- Training and lifelong learning;
- Review of learning;
- Recruitment and selection; and
- Employee wellbeing.

Each section contains a framework of requirements demonstrating best practice, benchmarking, assessment and training. For example, in the leadership and people management section, candidates have to

identify leadership competencies required for their business; implement performance management processes; measure progress against individual, departmental and organisational goals; demonstrate how the organisation values employees and their contribution to the business; foster improved performance at all levels; and understand the importance of career and succession planning.

On completion, candidates are awarded a Standard, Gold and Platinum level. TPN was granted the Standard Level award. To achieve this were assessed against 35 questions, attaining a score of 80% in all 8 sections. Next year TPN are going for the Gold Level assessment, which involves getting 80% or more in 61 questions areas. Onwards and upwards!



The TPN Team receive the Excellence Through People Award at the TPN Hub in Dublin 15

UK DEPOT PROFILE

Pallet Power for M&S

The failure of Fast Track Parcel Network was the best thing that ever happened to Mike Kennedy and Steve Towers. They turned that failure into the very successful M&S Transport, which was one of the founding members of TPN UK. Formed 10 years ago, M&S Transport now delivers 130-180 pallets per day throughout the Warrington and Chester post codes.

"We still have a courier service for existing customers," explains Mike, "but pallets are our core business. Joining TPN UK gave us a big boost, especially as it was an early pioneer in pallet delivery: there were only about four pallet networks in existence then."

M&S, based at a 22,000 sq ft warehouse in Warrington, runs a fleet of 20 lorries: nine artics; five 17-tonne rigids; four 7.5 tonners; two small routing vehicles and 25 trailers. Another two 17 tonners are being added to the fleet this year.

Business has grown substantially. "We began with around 10 staff," Mike says. "Now we have 42, excluding myself and Steve. The stability of TPN's membership has helped to make it reliable and to attract more business. Once customers try us, they never leave TPN."

As a TPN UK member it was natural that M&S would take advantage of the association with TPN Ireland, and even more natural considering the company had previously moved parcels with and for Independent Express. "We had known Owen Cooke for a number of years before we set up M&S

Transport, as we always seemed to end up in the same parcels network," Mike explains. "Now the fact that we can offer a service to Ireland has helped us gain more business."

A number of potential customers have asked if we can deliver to Ireland. We are sending approximately 15 pallets per night, 300 per month to Ireland, an increase of 200% over the past three years."

"Joining TPN UK gave us a big boost, especially as it was an early pioneer in pallet delivery..."

Next Mike would like to see TPN find a dedicated partner in continental Europe. "Customers do ask us if we can cover Europe," Mike points out, adding that M&S does offer ordinary haulage for its pallet customers, if requested. "We have worked out a rate to Europe, if we ever do get a service going. I think TPN will continue to grow phenomenally, and a European service could support this growth even further."



M&S Transport Depot, Warrington

TPN Academy Goes Forward to Success

Seven individuals from three member depots are studying for the **FIATA Diploma in Freight Forwarding**, run by the Irish International Freight Association in Dublin. The course combines classroom and distance learning. It is intended to provide formal training in forwarding, which previously did not have any structured education framework.

"The course is validated by FIATA, the international forwarding organisation in Zurich," explains Colm Walshe, CEO at IIFA. "For TPN members, it extends their knowledge beyond pallets into air and sea freight and customs clearance procedures."

This knowledge gives people confidence to go out and talk to people, knowing they can advise them about any aspect of their business."

The course consists of nine classroom tutorials, each in a different subject. Students take a test for each section and a larger exam when the course is finished. TPN Academy was able to obtain a 50% discount in the cost of the course.

John Donnelly of depot 102, Independent Express, led the way by completing the course last year. This year participants come

"It gave me the confidence to offer a better and more consistent service..."

from depot 103 Tuckmill Transport, Depot 116, East West Express and Depot 102, IEC.

"I didn't know there was a recognised FIATA course out there, until Seamus suggested I go on it," says John. "It was very relevant

ARC Builds a Quality Service with TPN

When three friends with many years of experience in the building trade decided to set up their own business, it made sense to stick with something they knew. The result was **ARC Building Products**, founded in 2006 by Martin Nolan, David Orr and Fergal Simpson to supply building chemicals, such as tile adhesives, silicon sealants, floor levelling compounds and other glues and pastes.

A fourth partner, Chris Vickers, joined **ARC** last year and the company now also provides adhesives for the DIY market.

ARC established a 15,000 square foot site at Gorey, County Wexford – 5,000 sq feet for manufacturing and the rest devoted to warehousing. “We need more space for storage and distribution than for manufacturing,” Martin adds, “although we now make most of our own products. In the beginning we imported a lot; although we still import goods from the UK and mainland Europe, 70% of our lines are made here in Gorey.”

From the beginning, **ARC** used Tuckmill Transport, Depot 103 covering Wexford and South Wicklow, as its logistics partner. “Tuckmill was recommended to us by the manager of a neighbouring factory,” Martin explains. As the saying goes, they’ve never looked back.

“Delivery is really important,” emphasises Martin. “People want to order their goods today but have them delivered tomorrow. I don’t think we could offer a next-day service throughout the 32 Irish counties without using a pallet network of some sort. We build

our own pallets, which are collected at around 16.00 hours every day and dropped off at our customers’ premises the next day.”

When **ARC** started, it shipped 8-12 pallets per day; now it averages 20, even during these difficult times. “Our business is stable, which is good, considering the recession,” Martin points out. “Since we now make so much of the products we sell, we can be much more competitive than some of our rivals.”

“Tuckmill provides a really good service, but TPN membership is definitely an important part of that. Without TPN, I don’t think we could achieve the same service levels, and TPN’s arrangement with TPN UK enables Tuckmill to bring in our UK imports, too.”

This year, **ARC** plans to expand its Northern Ireland business,

with the help of a new sales rep for the region and, of course, TPN’s next-day service to the north. “Lots of hauliers and 3PLs have come to us to try to win our business,” Martin admits, “but we have no reason to change. Tuckmill and TPN have done such a good job for us.”



Martin Nolan (left) and David Orr (right). Directors of ARC building products

to what we do, as IEC has a forwarding department. It was good to learn about things our customers might be involved with, even if we aren’t; things like hazardous cargo. That way we can talk to them about their business professionally.”

“I’ve been in freight for over 20 years, but the course gave me an understanding about how things should be done. It gave me the confidence to offer a better and more consistent service, and our customers see and enjoy the difference.

Andrew Marren of East West also wanted to expand his forwarding knowledge. “I’m now getting to know how to price things,” he says. “Taking the course has also given me the knowledge I need to deal with

customer queries. We currently offer forwarding through a third party, but when I finish the course, I plan to provide that service myself.”

“I went on the course to expand my knowledge,” emphasises Matt Flint from IEC. “It gives me something else up my sleeve and I hope will allow me to work more with our forwarding department.”

Seamus McGowan, TPN MD, thinks it’s great to see TPN members furthering their education and training. “TPN cultivates this continuous improvement culture and the network’s customers benefit as a result.”



FIATA Diploma in Freight Forwarding Graduates 2010. John Donnelly is in the back row 3rd from the right

Owen Tells It Like It Is...

Along with requesting a meeting to discuss proposed new legislation on standardising the height of new trailers, Owen Cooke also wrote to the now former Minister for Transport (main extracts below). In it, he warns that the legislation is bad for business and for the environment...

Dear Minister Dempsey

Re EU plan to reduce truck height to four metres

Over the past ten years in an effort to reduce transport costs, reduce carbon emissions, reduce the national import bill for fossil fuels and to survive against lower cost operators from the UK and Europe, the Irish transport industry has deployed about 1,000 articulated trucks with a trailer height between 4.65m and 4.9m. This extra height has facilitated a second deck (double-decker) in the trailer much like a double-decker bus and instead of having a load of 26 pallets of product, 52 pallets can be loaded.

Most loads of mixed products transported by the haulage and shipping industry is comprised of pallets weighing on average about 400 kilos. An articulated truck is designed to carry 24 tons so with a standard trailer at four meters high and 26 pallet spaces the load would be about 10 tons whereas with a double deck and 52 pallets the load weight would be approximately 20 tons. An articulated truck carrying 10 tons will not save any measurable amount of diesel so with the higher double-decker the cost per pallet or ton is just about half the cost incurred with standard trailers four metres high or less.

If this EU plan is implemented, it will:

- Double the cost of transport of most dry freight products around Ireland
- Force local Irish transport companies out of business in favour of foreign owned multinational
- Put an extra 1000 articulated trucks on the road
- Increase the amount of fossil fuel being used
- Increase the fuel import bill
- Add tons of carbon emissions to the atmosphere
- Add 8% to the cost of Irish exports to the UK and Europe
- Add €30 million to the annual cost of imported trucks from Germany Holland and Sweden.

There is no safety issue with these higher trailers and they result in lower speeds and greater care by the drivers. The bridges on motorways both in Ireland and the UK all are designed to safely take 4.9m high trucks and so there is no issue with safety or access.

In summary this move would be a major boost to the Oil companies and the European truck manufacturers and well as UK trailer manufacturers and UK hauliers who would gain a bigger share of the Irish Transport market. It would put a lot of small Irish transport companies out of business and cost Irish exporters and consumers an extra €125 million per year. It would add tons to the Irish Carbon emissions and the attendant cost of that.

This proposed legislation would not yield any benefit of any kind to any Irish person, body or the nation. Everything about it is very negative for Ireland and it must be resisted at any cost.

Yours Sincerely
Owen Cooke



WE WILL PUBLISH ANY RESPONSE IN
OUR NEXT ISSUE

TPN Tells All...

A FEW OF MY FAVOURITE THINGS

In this edition we are talking to Tracey Quinn of **Quinn Transport**, Depot 131, based in Athlone, which covers Counties Westmeath, Longford and South Roscommon. Two years ago Tracey joined the family business, run by her father Tony. She is now in charge of all Quinn's TPN business.

So, Tracey, what is your favourite...

Food? Pasta, especially carbonara

Film and film star? Dirty Dancing and Jake Gyllenhaal

Music? Rolling Stones

TV programme? Home & Away and Emmerdale

Book? The last one I read was Eat Pray Love.

Holiday destination? I loved visiting New York because there's so much to do, but I'm really looking forward to going to Australia and New Zealand in November

Place in Ireland? Galway. It's more relaxed than Dublin.

Hobby? None, really. I like to have a good meal and good craic with good friends

Sport? Swimming

And, finally, TPN member? The hub. It's always helpful and friendly.



TPN - The Pallet Network is Ireland's leading distributor of palletised goods.

TPN - The only network in Ireland and the UK where all its members depots are ISO9001 Registered.

TPN - The High Quality Low Cost Network.

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