

Case Study

# Smart Stock Management at NS: Never under estimate maintenance work



FABORY LOGIC

# 15,000 different items used and replenished weekly

Keeping small and low-value items available internally is often seen as a difficult and complex process. Managing your own inventory costs time, money and energy. Your core activities are your main focus, so how do you keep both your inventory and processes under control? Here at Fabory we take the stresses away from you by offering unrivaled Supply Chain Services along with quality products and this is how we have become the "Masters in Fasteners!" across Europe. You never have to worry whether your Fastener stock levels are correct, as we manage this for you.

NS is one of the many companies that use our Supply Chain Services. NS are the Dutch National Railway company, consisting of multiple locations nationally, dealing with technical maintenance, service and short/long-term overhaul ensuring the locomotives continue to run properly and safely throughout Dutch Railway Network.

## About NS

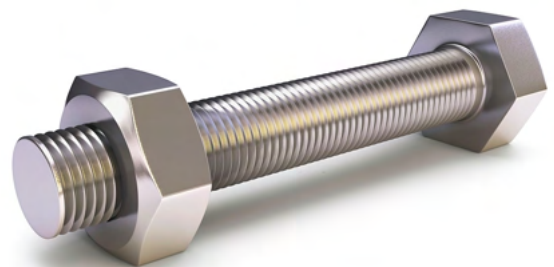
Number of employees: [19.000](#)

Industry: [rail industry / transport](#)

Customer since: [1968](#)

Number of running trains per day: [400](#)

Number of travelers per day: [1.3 million](#)



***We don't want to worry about the availability of articles.  
We do not actively keep track of the stock management ourselves,  
Fabory does that for us.***



- Casper Verboord - NS Contracts Manager

## Safety critical products

NS has been sourcing fasteners from Fabory since the 1960's. The railway company relies on the quality of our product and the expertise of our technical professionals. The fasteners used in at NS, are in many cases safety-critical products with high demands.

Fabory delivers all the necessary fasteners to NS on a weekly basis. With over 15,000 different products, we source these from over 100 different suppliers. It is our responsibility to ensure all products are available on time and in full, so that the maintenance of the trains continues.



## Fabory Logic

Our Supply Chain Offering is also known as Fabory Logic. Our experts attend NS's sites and build a solution to best fit their needs. This requires us to monitor all of NS's stock levels and ensure we deliver all of the correct products into the right place and the right time. Currently we supply fasteners, safety products, tools, air couplings, electrical components, greases and lubricants into NS and are looking to increase on this.

With locations in; Groningen, Maastricht, Leidschendam, Haarlem, Berkel-Enschot and Hengelo we service them on a National basis. To reiterate; this allows NS to focus on its MRO services for the trains of the Netherlands.

Casper Verboor, Contract Manager at NS stated: "We don't want to have to worry about the availability of articles. We do not actively keep track of stock management ourselves, Fabory does that for us."



## Be unburdened and rely on quality

NS have a partnership with us allowing us to manage their stock for them, this is built on trust and the fact we deliver on what we promise. Working with locomotives it is essential that we provide the best quality product available. NS work closely with our state of the art QA/QC department, with regular consultations between stakeholders about the application of the fasteners. We also have to make sure we maintain our product offering in line with the stringent legal requirements of the rail industry, to suit the needs of NS.

## Order and replenish automatically

With the recommended smart solutions from Fabory Logic installed at NS, Fabory manages their fastener solution from start to finish, with all stock being mirrored at Fabory. This allows Fabory to be responsive to any last minute changes and means that NS only pay for their new stock once it is delivered. NS uses our 'Two Bin' method with Z-Bin labeling along with our kitting service. The Two Bin method initially works on a forecast of requirement: what do they expect to use on a weekly, monthly or annual basis?

De Graef (Fabory Key Account Manager) advises: "Initially we load this data into our software. This software package helps us manage the correct forecasted stock levels and allows us to create product and location specific barcodes, allowing us to price and allocate stock accordingly. Once we have this information we submit pricing based on consumption. Once happy, we offer our recommendations on the best system for what the customers wants to achieve. Once installed we track the live data and manage the consumption. If this is less than the customer initially indicated, then we can adjust the stock levels accordingly. And vice versa." Verboord states: "We love how Fabory continuously look at our forecasts and usage and will always look to suggest tweaks to the our stock levels."

### Fabory Logic: Two Bin Method

NS relies on our Two Bin method with Z Bin labelling. This system consists of fully accessible, supplied, installed and labelled racking. This racking has space for two Fabory specialized boxes or bins to be stored one behind the other. A Fabory merchandiser attends the site and scans the article code of the location which is either empty or has one box missing. They will then go away, submit the order and replenish the items upon their next visit, whilst scanning again. The Fabory packaging allows the merchandiser to replenish the stock without having to open any boxes, so there is no risk of cross contamination or items going missing.

Z Bin labeling is an additional tool Fabory use to allow full identification of the product. Each box will have a unique code allowing us to provide all relevant data around the product life cycle. Where it has come from, what it is, what location it should be in, what warehouse it has come from, bin location, maximum/ minimum customer quantity and packaging specifications.

### Useful overview

At NS each locomotive has its own specifications and fasteners. Verboord: "Fabory supplies data about our fasteners so we know they are what they say they are. These extra tools are exceptionally useful and help us to manage our data even better."

## Specify by functionality

De Graef comments about the relationship between NS and Fabory: "A collaboration between a supplier and a maintenance company needs to be a trusted partnership and you must work in tandem with each other. The moment Fabory started to support NS through our Logic Solution our relationship grew. When we first set out with NS they used a number of different suppliers, but from our successes and the way we work they gradually moved more and more products over to Fabory." Verboord added: "The more suppliers you have, the more management it takes from our side. Increasing the number of people you have to deal with, the more delivery times you have to organize and the more pricing discussion you have to have. It made perfect sense to us to consolidate as much as we could with Fabory. We found that using more suppliers also increased the risk of an engineer using the wrong article which poses a great risk! Fabory's methods and ways of working ensure this can never happen!"

The collaboration means peace of mind for NS and all of our customers using our Logic Solutions. However, by having a Fabory Logic Solution doesn't mean you don't have access to all of the 120,000 products we stock. You can still access the Webshop or your Account Manager, for those Adhoc requirements which again adds further cost and time savings.

## Quality

Everything that goes into a locomotive regarding fastening technology has to be of the highest quality. Fabory's QA/QC division guarantees that all products supplied are firstly what we say they are, and are of the highest quality possible. De Graef: "Naturally we want to only supply the best products and from the best suppliers, so thanks to our Testing and Quality Facilities and Teams we can be certain that what we deliver only the best products that are fully traceable back to origin."



## National Company of the Belgian Railways

Fabory has also been supplying NMBS, the National Company of the Belgian Railways, for years. This collaboration was strengthened in 2021: NMBS wanted to improve stock management by organizing 29 locations more efficiently. So who better to use than Fabory? Fabory is no longer just a supplier of fasteners but is also responsible for optimal management of the stock levels through all of their sites.

Tom Van Den Eede, Account Manager for Fabory: “NMBS was looking for a reliable partner with a proven track record for both the management of fasteners and the entirety of their logistics handling. During a pilot visit with our solution engineers, we looked at how we could integrate our Fabory Logic solutions in the maintenance workshops of NMBS.” Van den Eede continues to say about the way in which the expansion of the collaboration has been achieved: “We didn't say we wanted to take the stock management out of their hands. We merely indicated for each workshop what the best solution would be. We had the established trust and then started to collaborate together. NMBS now say they count on our expertise and couldn't work without them.”



### Fabory

With advice, calculations and surveys, Fabory will recommend the right design and solution for the specific customers' needs and requirements. Our extensive range of 120,000 fasteners has every desired version, size and type of material required to offer efficient Inventory Management that customers can rely on. Fabory Logic offers smart solutions that take away the stresses and problems with the management of Fastener stock. This is how Peace of Mind is created, allowing all of the employees in a company to focus on their core tasks.

Do you have any questions about this customer case study? Or do you want to know more about what solutions Fabory would recommend to you and your company? Visit our [website](#) or contact one of our experts.