



TNT Duiven and the award-winning Toyota Traigo 48



TNT is one of the world's leading providers of express delivery services. Its site in Duiven, Netherlands is the main international road hub for the whole of Europe, with a huge 150,000-square-metre sorting space that collectively handles over 6.3 million kilograms of goods per week.

Due to TNT Duiven's particularly intense and crowded work environment, its forklift trucks often sustain shocks, resulting in expensive repairs, loss of productivity and occasional damages to goods. A Toyota customer since 1998, when TNT Duiven set about upgrading its fleet last year, the top decision makers placed "reduce fleet damages costs and increase productivity" at the very top of their list of priorities.

"We are very open and honest with each other," says Harry Bruns, Corporate Manager of TNT International

Road Hub, of his relationship with Toyota Material Handling Netherlands. "We talk to each other, solve problems together and learn from each other."

A demanding environment calls for a demanding solution

After lengthy discussions to determine TNT Duiven's evolving requirements, Toyota Material Handling Netherlands developed a complete fleet solution designed to meet TNT Duiven's specific needs. Toyota's European and Japan-based Product Planning teams also visited TNT Duiven as part of an extensive European market survey to help ensure that its new Traigo 48 electric forklift range would meet the needs of European customers, including TNT.

Ralph Cox, Commercial Director at Toyota Material Handling Netherlands, who helped lead the TNT project says: "Together we looked at TNT Duiven's materials handling needs and worked out a complete solution: the brand new Toyota Traigo 48 specified to their exact requirements, fleet management with Toyota I_Site, service, battery charging and much more."

In April 2009, TNT Duiven took delivery of 82 brand new 1.6-ton 3-wheel Toyota Traigo 48 electric forklifts. Compact yet powerful, the Toyota Traigo 48 features a robust new chassis, wrap-around counterweight design, and a new heavy duty battery hood for added durability in intense operations like TNT, where the trucks are expected to perform for a marathon 3,000 hours a year. These design improvements and attention to detail paid off when the all-new Toyota Traigo 48 received the internationally recognized iF Product Design Award in 2009.

Unique active safety system

In addition the new Toyota Traigo 48 is equipped with the Toyota System of Active Stability (SAS). The world's only integrated active safety system for forklifts, Toyota SAS offers a host of operator friendly features designed to improve the handling capabilities of both truck and driver, resulting in better safety and increased productivity.

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SAS includes an active steering synchronizer which continually aligns the steering wheel with the rear wheels, after each of the thousands of steering movements that occur each day. To add to this there's an auto-levelling system that levels the truck's forks at the push of a button, for fast, confident and damage-free load handling. Together these two features help move more goods at less cost by preventing accidents, injuries and damage to the trucks, the property and the goods.

In addition to the Traigo 48's standard features, Toyota answered TNT Duiven's specific requirements by adding a robust polycarbonate cover to the overhead guard, a height limiter (with manual override) for working inside containers and a "dead-man's pedal" to help ensure that drivers keep their left foot inside the truck when driving.

Toyota also installed a bespoke battery charging system at TNT to help boost productivity by maximizing the potential of each battery and speeding up the battery exchange process.

Taking fleet management to a whole new level with Toyota I_Site.

To ensure the continuous improvement of its materials handling operation, TNT Duiven also received the services of Toyota I_Site, the dedicated consultancy and reporting service from Toyota. Toyota I_Site monitors all aspects of fleet usage and delivers easy-to-understand reports with clear recommendations on how to improve key operational areas.

As Ralph Cox points out, "Toyota I_Site not only empowers the customer to make better business decisions, it is also an insightful tool that helps to reinforce the concept of 'Kaizen' or continuous improvement."

Each new Toyota Traigo 48 at TNT is equipped with a card reader, and personal Toyota I_Site cards were issued to all authorized operators. Operators must sign in using their personal Toyota I_Site card in order to have access to the trucks. With Toyota I_Site, TNT Duiven can tell exactly who was behind the wheel at any one time, how long they worked and if the trucks experienced any shocks.

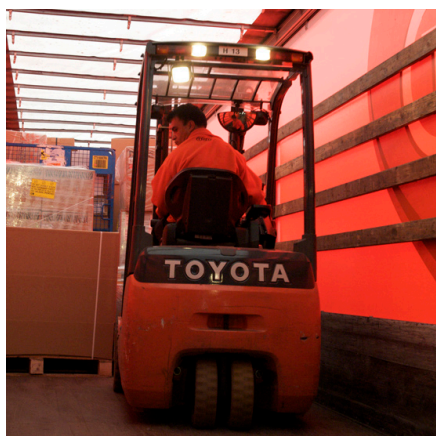
Toyota I_Site also reports in-depth information including the number of hours each truck is used per shift, whether the truck has been sidelined, and if it requires service or maintenance.

TNT Duiven and Toyota Material Handling Netherlands – definitely stronger together.

TNT Duiven's continued partnership with Toyota Material Handling Netherlands has paid immediate dividends by lowering costs – welcome news in today's budget-conscious business environment.

"In the first four months since we took delivery of the trucks we have seen a massive 70% reduction in fleet damage costs, thanks to a combination of improvements in the Traigo 48's design and the benefits of Toyota I_Site." states Harry Bruns.

If the past is any indicator of future performance, then Toyota and TNT Duiven will no doubt continue to find ways to work together and grow even stronger together.



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