

LAA LTD APRIL 22 2008 SITE VISIT
Toyota Material Handling (NSW), Moorebank NSW

In today's hectic business environment we demand timely response from our suppliers, eg. "we need a hire forklift on-site by 6am tomorrow". While we often need to remind our own customers that we are not magicians, we forget to think about what is involved for a supplier to meet our expectations.

On Tuesday 22 April, members were given a healthy reminder that suppliers (to the logistics industry) have their own daily dynamic range of logistics challenges.

Tim Fraser, State Sales Manager, and the Toyota Material Handling (TMH) team welcomed us during a pre-tour breakfast, before handing over to Brett McIntyre, Regional General Manager, who provided an overview of the historic developments within the business that required this purpose built facility. These included dramatic organic growth, expansion of the equipment range and the integration of the BT & Raymond brand products into the TMH range. The 18,000m2 Moorebank site is HQ for both Toyota Material Handling (NSW) and Toyota Material Handling Australia (TMHA), the TMH (NSW) Showroom and Equipment Demonstration Centre, the New Equipment DC, the National Parts DC, the National Modification Centre and the National Training Centre. This site is recognised as one of the most comprehensive material handling equipment support facilities in Australia.

The facility allows TMH to cater for all aspects of the Sales and Rental Fleet business and provides an effective platform for an extensive Spare Parts operation. A surprise for some was the extent of what is involved in maintaining the rental fleet (ready at call), refurbishment of used equipment (ready for sale) and the partial assembly and pre-delivery requirements of new (imported) equipment for sale.

Once fully operational, the National Parts DC will house 28,000 lines and despatch an average of 200 line shipments per day.



Our thanks go to Toyota Material Handling for this visit to this great facility, to Tim Fraser and Brett McIntyre along with the rest of their team who truly made us feel welcome on the day.