

Project Profile

Walton Garden Buildings

AT A GLANCE

Customer:
Walton Garden Buildings

Industry:
Engineering/Retail/
Manufacturing

Project:
Scoping Study

Services provided:
Warehousing, Delivery and
Customer Service

Outcome:

- Improvement of delivery experience
- Rationalisation of processes
- Reduce overall operating costs



Based in Sutton-on-Trent near Newark, Walton Garden Buildings are the UK's largest manufacturer and supplier of garden buildings. They manufacture and deliver wooden sheds, and also import and deliver larger wooden garden buildings, metal sheds, plastic greenhouses, and various garden furniture.

Sales are either via their own website, or as a supplier to a number of major retailers. All deliveries are direct to customer, from either the manufacturing site or via one of the six hubs around the UK.

Waltons engaged THE LOGISTICS BUSINESS to help them to improve their overall customer service offering.

THE LOGISTICS BUSINESS investigated all aspects of the warehousing, delivery and customer service using a structured set of investigative techniques to quickly understand the operation and identify opportunities for improvement.

Together with the executive team at Waltons, these were turned into a series of projects each of which would focus on different aspects of the business. From this Waltons was able to improve the delivery experience, rationalise processes, and reduce the overall cost of the operation.

SUPPLY CHAIN
STRATEGY

WAREHOUSE
& DISTRIBUTION
PLANNING

PROJECT
MANAGEMENT

INFORMATION
TECHNOLOGY

CONSTRUCTION
LOGISTICS

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