

Australia and New Zealand Distribution Centre (ANZDC)



JOHN DEERE

WHAT WE DO

The Australian and New Zealand Distribution Centre is an integral part of John Deere's world-wide parts distribution network and has the primary responsibility to support John Deere's extensive network of Agricultural, Construction, Turf, Forestry and Power Systems dealers across Australia and New Zealand, 24 hours a day, seven days a week. Our dealers in turn support customers who are as diverse as operators of a ride on mower through to a combine harvester, a contractor on a worksite or a commercial fisherman using our power systems products. The ANZDC also replenishes our regional distribution centres in Brisbane and Perth as well as regional support locations during the season. Incorporating the latest technology and processes we ensure we deliver parts efficiently and effectively, every time.



WHY WE DO IT

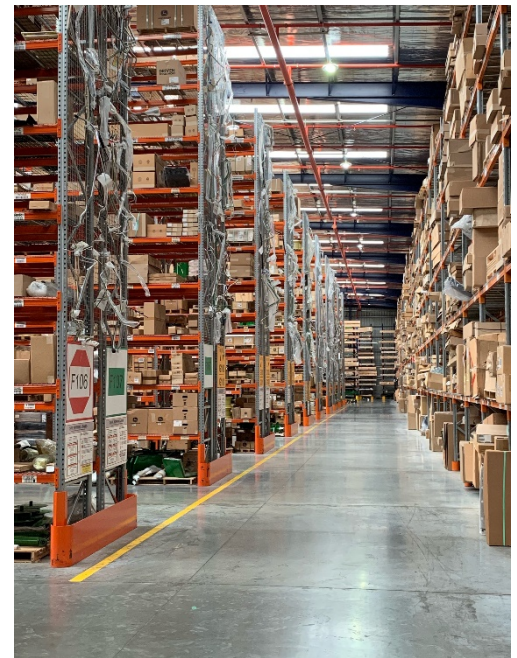
At John Deere we recognise when a customer invests in John Deere equipment, they not only invest in a quality, technologically advanced machine, they also invest in a support system that will see them through for the life of the machine. Our objective is to keep customers in the field, at their work increasing their productivity and to ensure NOTHING RUNS LIKE A DEERE™.

WHAT WE PROVIDE

- Service Parts
- Merchandise & Publications Storage
- Dangerous Goods Storage
- Service Parts - Dealer Call Centre
- Facilities and Industrial Engineering Support
- Complete Goods Storage
- Meeting & Training Facilities
- Corporate Systems & Communications Disaster Recovery Site
- Satellite GPS Base Station for John Deere's ISG (Intelligent Solutions Group) which include Farmsite™ & Worksite™ applications & products

THE HOURS WE KEEP

- 7 am to 6:30 pm, Melbourne time
- Order cut-offs – 3pm local dealer time
- After hours callout operates 24 hours a day, 365 days of the year



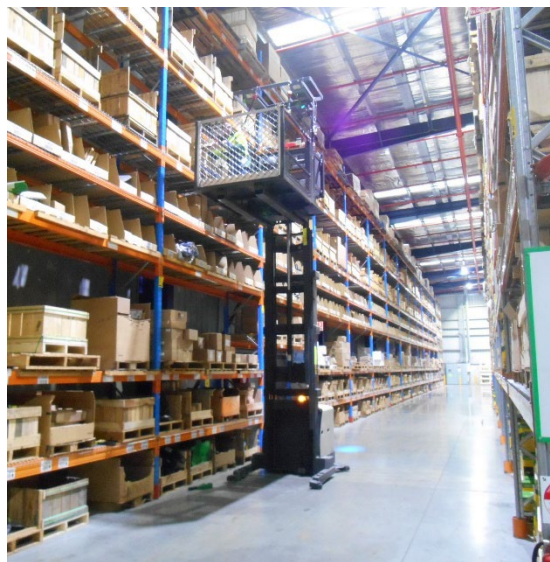
HOW WE DO IT

The ANZDC's location in Melbourne is close to airports, major highways and ports. This proximity to major infrastructure enables overnight delivery across Australia and New Zealand as well as a frequent and consistent delivery into Asia. We work continually with our key service providers to improve and sustain our inbound and outbound delivery networks to underpin our role as an essential business.

In the warehouse, radio frequency technology is used for inventory accuracy. The warehouse management system provides the flexibility and efficiency to handle every seasonal demand. At the end of the day, dealers are emailed their shipment details and our primary carriers' web-based tracking systems are updated. John Deere dealers, using our global parts system, JDPoint, place orders or make availability enquiries 24 hours a day, 7 days a week. The dealer, via Dealer Parts Locator can access inventory from any dealer inventory, countrywide, or have the parts shipped direct from a John Deere Distribution Centre anywhere in the world, instantly. Sourcing internationally, can take 10 days, with faster option, depending on the service selected. Operating remotely from our site, are in-country materials forecast & planning and dealer parts management teams leveraging global systems supporting our focus of enabling the parts to be available when needed at our dealers.

FOR THOSE WHO NEED NUMBERS

- In Australia and New Zealand, we support over 340 current models with >730 base configurations. We continue to support products from earlier John Deere generations.
- More than 133,000 stocked lines, determined by part criticality, and sales history.
- An average of 5,000 lines are picked daily.
- Annually:
 - Handle > 1,400,000 lines
 - Despatch >220,000 packages
 - Weighing >4,000,000 kg
 - Enough to fill the 4th row @ the MCG
 - We export > 600,000 kg airfreight to New Zealand
 - On-time order shipment is >99.9%.
 - Receive > 650 FCLs equivalent to 7.8 km of parts
 - We receive > 1,167,500 kg airfreight, that's more than six Boeing 747s per year
- We ship consignments as far away as Christmas Island and Macquarie Island.
- We are in the top 7% of shippers from North America.
- The weight of the bronze sculpture by George Kosturkov is 285 kgs.
- The mural "John Deere, A Way of Life", by Robyn Campbell measures 27m x 3m.



OUR PLACE

- Commissioned October 2001. -10,000m²
- 2020 Campus - Land Area 7.30 ha, Undercover 32,900m² including offices & canopies

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