



Take the Supply Chain Challenge



Which of these do you think DHL don't deliver?



British airways flight meals

Tesco Frozen Food



Police officers uniforms



Prisoners Canteen "tuck shop"

Petrol



O2 phones



www.alamy.com - DGEYKR



Virgin Trains meals



NHS Supplies



DHL Supply Chain

DHL Supply Chain stores and delivers just about everything you use every day, from the bed you sleep in, to the clothes you wear, the toys and computers you play with and the food you eat. We even deliver the fuel for the cars and buses you travel in!

We use over 7,000 vehicles of all shapes and sizes, with 10,000 drivers who make deliveries day and night to ensure all these products get to our customers on time. And with over 40,000 people working for DHL Supply Chain in the UK, we're the biggest logistics company - not only in the UK, but the whole world!

What is a supply chain?



What is a Supply Chain?

A Supply Chain is the entire network that directly and indirectly meets a customer request. It's a system by which a product or service is delivered from the supplier to the customer. The parties involved might include:

- Raw material suppliers
- Manufacturers
- Wholesalers/distributors
- Retailers
- Customers



Cold supply chain



DHL

Cold Supply Chain

There's also something called a cold supply chain...

A cold supply chain provides storage and distribution services that maintain goods at specific temperatures.

It is used to help extend and ensure the shelf life of products such as chocolate, fruit, vegetables, seafood, frozen food, photographic film, chemicals and pharmaceutical drugs. Many of these items are stored in your fridge or freezer at home.

Continue



Can you select the steps in the correct order?

START!

DHL can help customers...

- Step 1 – The supplier manufactures the item
- Step 2 – The supplier packs the item and ships the product to a warehouse
- Step 3 – The item is stored in the warehouse
- Step 4 – A retailer places an order for the item
- Step 5 – The item is picked and packed
- Step 6 – The item is delivered to the retailer
- Step 7 – The retailer puts the item on their shelf
- Step 8 – You buy it!

DHL can help customers at any stage of the supply chain. So let's go through the steps now and help our customer get some ice cream from the manufacture to their store.



Step 1-2 Supplier Manufacture

The supplier manufactures the ice cream and then needs to ship it.
Put each food into the right box by clicking on the correct box to stack on the pallet



Ice cream



Burgers



Fruit



Vegetables



Fish



Pizza



Chips

START!



Step 1-2 Supplier Manufacture

It's really important to stack the pallet properly so the goods aren't damaged in transit and they don't fall off and hurt anyone.

Now it's time to get that ice cream to our warehouse.

Goods can be transported using a number of different vehicles.



Continue



DHL

How many types of transport can you spot in this word search?

START!

Step 3 – The item is stored in the warehouse

Hopefully you found the word 'lorry' in the word search. At DHL we use lots of different types of lorries and we'll call them different things. You might hear us saying HGV (Heavy Goods Vehicle), LGV (Large Goods Vehicle), Artic (Articulated Vehicle), Double Decker and Rigid. These are all similar vehicles but can carry different quantities and weights of product.

We also use something called a refrigerator truck. It looks similar to a normal lorry but is designed to carry perishable items at specific temperatures. The vehicles are fitted with cooling apparatus so that they can keep products cool or even frozen – like your ice cream!

Continue



Types of DHL Lorry

FLT Counterbalance



FLT Reach



LGV Category C1



3.5 Ton Van



3.5 Ton Van



LGV Category C (Wagon & Drag)



LGV Category C (Rigid)



LGV Category C (Rigid)



LGV Category C (Rigid)



www.alamy.com - E7JAW9

LGV Category C+E (Road Train - Australia)



LGV Category C+E (Articulated)



LGV Category C+E (Articulated)



Step 3 – The item is stored in the warehouse

When a lorry arrives on site at our warehouse, we make sure the driver has an appointment – we can't just accept any delivery. We need to know what products are on their way to us so we can make time to unload them and have the room to store them.

Then we ask the lorry driver to park on a bay. A bay is a large door where products can be unloaded into the warehouse.

The items are checked to make sure that what the warehouse was expecting to receive, has been delivered. If there are any differences between the order and what's arrived, this will be investigated and resolved.

Once the checks are completed, the items are stored in the warehouse. This involves a Warehouse Operative moving the goods to a specific location in the warehouse so that it can be found easily when it's needed.

It's your job to put away the ice cream... where are you going to store it?

Continue

DHL

Select the correct warehouse type for the ice cream

Ambient warehouse

("room" temperature)



Chilled warehouse

(0 C° – 14 C°)



Frozen warehouse

(-25 C° – 0 C°)



Where do you want to store:

START!

Step 3 – The item is stored in the warehouse

That's right! You need to store your ice cream in the Frozen part of the warehouse. This is to ensure it doesn't melt while it's on site.

Warehouses can be either ambient, chilled or frozen environments:

- Ambient warehouses are 'room' temperature. This means we neither heat or cool the space artificially.
- Chilled warehouses usually range between 0 degrees C and 14 degrees C, but most are below 4 degrees C. In this environment we're likely to be storing things like milk and other dairy products.
- Frozen warehouses are usually very cold – below 0 degrees C and as cold as -25 degrees C. In this environment we're likely to be storing frozen goods like seafood, meat and ice cream.

Continue

Step 4/5 - Accuracy

We've just received an order from a store for ice cream. So now we need to pick the ice cream we've just put away and get it ready to be delivered to the right store.

Because you put the ice cream in the right place in the warehouse, you can easily find it and get it ready to be loaded onto another lorry so it can be delivered to the right store.

However, the same store has also ordered other items, not just your ice cream. You need to fill up the lorry with everything the store needs so that we only have to make one delivery.

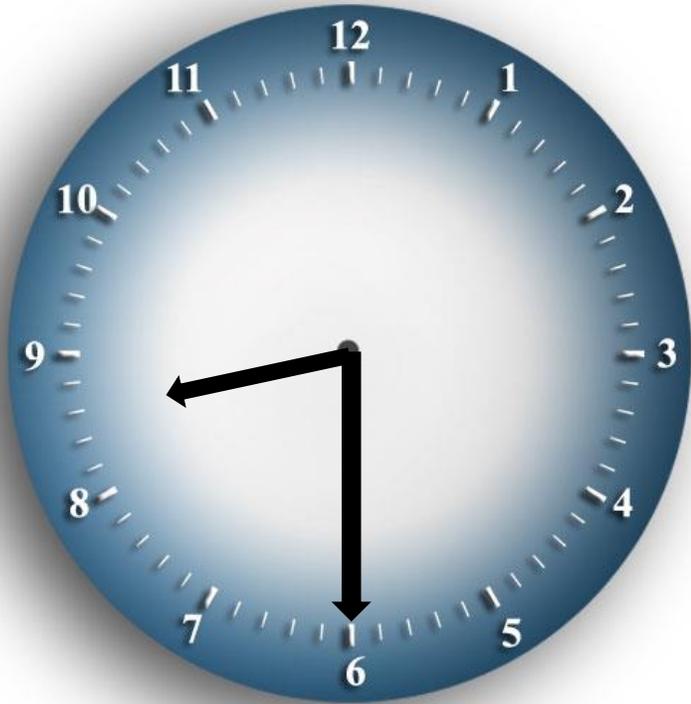
Can you answer the following questions to help with the accuracy?

Continue



Accuracy questions

The below time is the despatch time for the delivery. What time is the clock face showing?



4:30

9:15

7:00

8:30

Accuracy questions

One pallet has 60 cases of food on it, how many cases will there be for a load with 15 pallets?



90

615

900

930

Accuracy questions

If the pallet has 7 layers of 8 boxes, how many boxes will there be in total for the whole pallet?



49

56

64

65

Accuracy questions

Which pallet weighs the most?



Pallet has 60 boxes
which each weigh 2kg

Pallet has 80 boxes
which each weigh 1kg

Pallet has 10 boxes
which each weigh 10 kg

Pallet has 50 boxes
which each weigh 1.5 kg

Accuracy questions

The lorry has 4 orders on it which need to be delivered,
Order 1 = 20 Cages
Order 2 = 75 Cages
Order 3 = 150 Cages
Order 4 = 90 Cages

How many cages are there in total?



225

325

335

315

Accuracy questions

The total tins on a delivery are worked out using by multiplying: total pallets x total cases x number of tins per case. If there are 48 tins per case, how many tins of soup are there on the deliveries below: delivery 1 has 6 pallets of 5 cases, delivery 2 has 10 pallets of 6 cases, delivery 3 has 20 pallets of 8 cases



1440/2880/7680

30/60/160

1500/3000/8000

78/108/208

Accuracy questions

Well done!

Continue



Step 6 - Loading

Just as your ice cream wasn't the only item that the store ordered. Your lorry isn't the only one being despatched today. There are lots of lorries, lots of products and lots of bay doors.

You have to make sure that you put the items into the right lorry and get the right driver to transport the right lorry to the right store.

Because you're transporting ice cream (and other perishable items) you need to make sure that you load your items into an refrigerator truck so that your ice cream doesn't melt on its journey.

Continue

Spot the difference

Your score: 0



Step 7 – Arrived at store

Once the items arrive at the store, the employees can unpack the items and then re-stock their shelves.

They're getting low on ice cream so move it straight from their stock room and onto the shop floor.

Help them find the items that arrived from DHL?

START!

Hidden object game

Can you find these?

DHL Box

Ice cream

Chocolate

Jacket

Banana

Pepper

Trainer

Burger

Fish

Steak



Step 8 – Customer arrives in store to buy ice cream...



**Congratulations!
You've got your ice
cream!**