

## **SPOTLIGHT ON COMAP'S WAREHOUSE**

At an impressive 60,000 sq ft, Comap's warehouse stores over 5,500 different products and processes more than 75,000 order lines every month! Having such extensive facilities right next to our sales office means that Comap can offer the great service and product choice our customers have come to expect from us.

It's not just the close proximity, though, that makes the Comap warehouse run like clockwork. Managed by Darren Mercer, a highly experienced and capable warehouse manager, we have some seriously impressive systems in place to ensure we meet our COTIF quality assurance (that's our Complete, On Time, In Full promise). Regular, but random, quality checks mean that we're constantly striving for accuracy and speed and an innovative colour coding system also helps to increase the warehouse's efficiency, so customers receive what they're expecting, when they're expecting it.

Comap's 25-strong team of warehouse staff is highly trained in Health & Safety, Manual Handling Courses, and other skills vital to help them do a great job. Importantly they know the warehouse inside out, and because the facilities have been set up with huge attention to detail - fast moving items are stored close to the transport office, no similar products are next to each other and every picking location is marked up with product code & description – it's a hive of organised industry.

As well as great service, customers benefit from Comap's ability to 'break bulk' so that merchants don't have to order full pallets, but can order individual products. Our popular pre-packed Plumbing Parts are packaged on site, in a state-of-the-art pre-pack zone – which also solves merchants' stock and merchandising issues.

Darren said: "Without a smooth running warehouse, Comap customers just couldn't expect the great service we're proud to offer: it's an absolutely vital part of the business. There's nothing better than seeing orders perfectly picked and winging their way to our customers. After all, our customers' satisfaction is of paramount importance to us!"

**24 June 2009**

