

UNCLASSIFIED

AUTO-MOBILITY SECTOR

Marketing and Communication Italy

DHL Global Forwarding – Excellence. Simply delivered.



Expertise and People Know-How

DHL offers reliable and compliant end-to-end Supply Chain solutions to the Auto-Mobility industry, improving our customers' productivity, increasing efficiency and reducing cost.

We are committed to drive value within our customers' Supply Chains.

- Unique Automotive Solutions offering
- Worldwide pool of automotive experts within the DHL community
- In-depth knowledge of Automotive value creation and value stream mapping
- Industry focus on productivity enhancements and effective inventory management



Global Infrastructure and Networks

The **DHL Auto-mobility Competence Centers** network is active in all key markets providing integrated logistics solutions, customized to best fit with customer needs.

A dedicated team of **sector experts** interacts with commercial and operational teams as a single point of contact providing a fast and **effective communication** and a **smooth shipment handling**, to deliver the **best customer experience** with a wide range of solutions:

- Over **150 Automotive facilities** worldwide and a network of Competence Centers, including China, India, USA, Brazil, Mexico, Germany (world's largest logistics network for Automotive industry)
- Investments in markets where growth and complexity is high, including: BRIC, Mexico, Africa



Reliability and Quality of Solutions

We help you deliver the highest quality to your customers

- Our Ocean Freight and Air Freight service offering provides tailored capacity and flexibility through Mode Optimization to optimize control of inventory
- World class service offerings with focus on lead time management
- Effective Global Supply Chain management supporting Plan, Source, Make, Deliver and Return processes

We anticipate your needs whilst setting standards for the industry

- Competence Centers to optimize lead-time and operational control
- FCM tool to provide real-time tracking at Part Level
- Automotive Packaging solutions
- First Choice to enable six sigma thinking
- Global Innovation Center
- Supply Chain risk management tool offering security and predictability



Delivering excellence

Organization

- Business Development Managers
- Quality & Compliance Manager
- Sector trained office and warehouse staff

Certification

- TAPA-A / C-TPAT
- SQAS Safety and Quality Assessment System
- ISO 9001:2015
- ISO 14001:2015
- OHSAS 18001:2007
- AEOF

Air Freight and Ocean Freight Products and Solutions

- In house X-ray scanning
- SameDay services
- In house simplified Customs formalities
- Dangerous Goods desk
- Emergency desk
- DHL Ocean Secure
- Integrated solutions
- Car rack solutions
- Packaging solutions for containerization
- DHL Smart Sensor IoT



In House Customs Simplified Procedures

- **Electronic Data Interchange** with Customs Authority
- Export Custom **clearance completed in five minutes** from electronic data transmission
- Customs goods **inspection at DHL warehouse** when required
- **Bonded and Fiscal VAT** warehouse
- Custom **Consultancy** solutions



Auto-mobility sector for DHL

Global Forwarding Italy

+ 35 mio €	Annual Revenue
10%	Auto-mobility sector share of DHL Global Forwarding volumes
1	National Competence Center
6	Dedicated and trained professionals
> 7.000	Air Freight tonnage shipped per year
> 7.000	Ocean Freight TEUs shipped per year
>12.000	Air Freight shipments per year



● Auto-Mobility Competence Centers

Competence Center

Facility & Infrastructure

- Security / CCTV / Access control
- Dedicated operation area
- In house X Ray scanning
- Extensive ULD area and specific palletization process
- Customized packaging
- VAS services



Account Management

- **Key Account Manager**
- Customized **SOPs**
- Self & customers **audit programs**
- **KPI** system
- **Customer Reporting**
- **Tracking & Tracing**
- **Complaint & Claim management** system
- **CAPA** - management

