

Quality service with PTV Intertour/Strategy

Hygiene in good hands

CWS ensures that a company does not have to take care of its own washrooms. They provide extensive hygiene solutions for all companies and branches. Whether for washroom hygiene or for dust control and fragrance dispensers - millions of people around the world use products and hygiene services by CWS. In order to provide its customers with consistent high quality service, CWS has been applying PTV Intertour/Strategy in order to plan their service engineers with cyclical trips since 1997 in the Netherlands and in Belgium.

User: **CWS**, a brand of the HTS group, providing hygiene solutions for companies; amongst their range are a number of services and products.

Task: Vehicle routing & scheduling for service engineers, 110 service vehicles, 15 depots, 14 areas, customers are called upon once a week or every fortnight.

Solution: PTV Intertour/Strategy for cyclical trip planning

Close to the customer

Whether in the city or country, CWS service vehicles can be seen everywhere. Around 100 service vehicles are being used to serve customers every day. Each customer is called upon once a week or once a fortnight, in order to replace the used products, which are brought to depots at the end of the day.

The 15 depots are all over the country. Some vehicles drive 24 hours a day to the depots in order to collect products and dispose of used products. After cleaning, the products are returned to the depots using national transportations. These transports are also used to deliver supplies of soap, toilet paper and paper towels.

The service engineers arrive at the depot each morning. Here they collect the products which are to be delivered to the customers. Their trip can then be started.

Planning operations

PTV Intertour/Strategy supports CWS in managing the regularly occurring deliveries and creating an optimum trip pattern. The daily trips which are derived from this include all relevant restrictions and desired delivery dates. The advantage is that changes requested by the customer can be immediately applied.

In order for the high quality of service to be constantly guaranteed, the fixed trip structure is recalculated for the 14 areas each quarter. A simulation is created for each depot with several planning scenarios and various call frequencies. This makes it easy to recognise where improvements are possible and which routes can be organised more efficiently. The service is provided by PTV Intertour/Strategy.



The specialists for planning

It is the teamwork between CWS planners and PTV Ordis advisors which ensures this high quality of planning. This is possible because of both the experienced practical suggestions from the advisors and also because of the feedback from CWS planners who apply the operational planning. Both parties continually aim at making the planning as efficient and close to the optimum as possible. If an advisor is not available, the planners can contact the 24-hour hotline.