

CASE STUDY



Superior product protection for B&Q



- Order components contained in one secure unit
- Easier visual inspection of goods
- Promotes efficient, waste-free delivery service
- Increased storage and transportation efficiencies

A customised version of LINPAC Allibert's Boxer Pac re-usable sleeve and lid packaging system is helping B&Q logistics provider PJH, to reduce product damage by up to 25%.

The Boxer Pacs are being used within the 'White Glove' premier service PJH operates for B&Q. Bathroom suites and fittings are housed in the containers, which are then delivered to households and unloaded by a two-man team.

Maximised space usage

Lightweight yet extremely durable, the pallet based Boxer Pac units are easily manoeuvred by pallet or forklift truck and can be safely stacked two high to maximise vehicle space usage. The Boxer Pacs replace a system where sanitary ware was delivered to customers in the original cardboard packaging in which it arrived from the supplier. This offered only limited protection to bathroom suites worth thousands of pounds, resulting in product damage levels as high as 25%.





Safe, secure and efficient delivery

Easy inspection of contents

Boxer Pac has provided a solution which offers dramatically improved product protection, enabling all parts to be contained in one secure unit. Customers can now inspect and check off items as they are unloaded, eliminating the chance of product damage or missing parts being discovered once the delivery driver has left.

The Boxer Pacs are being used in conjunction with movable and reusable interior dividers which stop small components going astray – a factor which according to Neil Palfreeman, PJH operations manager, was sometimes a problem using the earlier system:

“Having parts in cardboard packaging inevitably meant that some fittings might be mislaid or left in the delivery vehicle. We can now tick off each part as it is packed, giving us a way of checking that what has arrived from the supplier is correct and undamaged rather than the customer being the first person to open the packaging and find out.”



Distinctive corporate livery

PJH's Boxer Pacs have been produced in B&Q's distinctive corporate orange livery. Once emptied at a customer's house, the Boxer Pac's plastic sleeve and dividers fold flat, sitting securely within the lid and base for maximum space saving on the return journey.

Efficient delivery service

“Using Boxer Pac is enabling us to operate a more efficient delivery service giving much improved product protection, content security and a more aesthetically appealing pack,” says Neil.

“It is also excellent news from the B&Q customers' perspective as they are greeted by two smartly uniformed operatives who unpack and check their delivery is correct and don't leave behind them a pile of cardboard packaging to dispose of.”



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