

SOP-QA-010.F1- Zpráva z auditu
č: IA05/19

Autor: Josef Šrámek

Revize: 9

Strana 1 z 5

Auditovaná činnost / proces:

1st audit by Westrock of Berger Logistik GmbH, Bahnhofplatz 1, A-6300 Wörgl – transport company

Datum zahájení: 19.06.2019

Datum ukončení: 19.06.2019

Vedoucí auditor, auditoři:

Ing. Milan Matura – Supply Chain Manager,
Radka Vostřelová – Logistics Supervisor

Vedoucí auditované činnosti / procesu:

Markus Ambach – Quality and Apprenticeship
Training,
Emilio Lopez Martin – Key Account Manager

Cíl Auditů:

Berger does transport of the main part of finished goods produced in Westrock Czech Republic to Rauch Nuziders and Widnau.

To meet the people from Berger cooperating with Westrock, to understand the whole transport process, to learn about Berger, to go through positives and negatives of this business from the last period, to find some opportunities for improvement, to agree on conditions of the next cooperation.

Příprava auditu - oblasti, kontrolní otázky
Výsledek (√ / X)

1.	1.1. Performance, Quality system (incl. context of the organization, responsibilities and authorities, system of documentation, KPIs. Long term goals, targets for 2019)	√, OFI
2.	2.1. Economic and Environmental management system.	√
3.	3.1. Human resources – recruiting, training	√
4.	4.1. Process from the beginning (receiving PO from Svitavy) to invoicing of each transport, incl. Communications Westrock – Berger and Berger Dispatcher-driver	√
5.	5.1. Subcontractors - selection, contracts, communications, evaluation of the risk (insurance dept.)	√
6.	6.1. Claims and its administration	X
7.	7.1.	
8.	8.1.	
9.	9.1.	
10.	10.1.	
11.	11.1.	
12.	12.1.	



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POZITIVNÍ ZJIŠTĚNÍ**1.1 + 2.1**

Berger Logistik GmbH was established in 1961 by Johann Berger, currently his son Gerhard Berger 50% owner, 50% shared by RedBull GmbH, CEO is Markus Ley.

Headquarter Wörgl, AT – cca 150 employees,
+ other 5 offices in IT, AT, DE which organize road, rail, ocean, air transport

Turnover Westrock 2018: 453 000€ (479 transports)



Certification : ISO 9001, 14001, SQAS = Safety and Quality Assessment System), IFS Logistics, AEO, ECOVADIS Gold 2019, SMETA, IATA, Mobility award Tyrol.

Berger has been certificated for internal and external training on extra level since 2014 - become an authorized and recognized training center for the legal community

Code of conduct – ethics.

Intra Wiki – user friendly on-line database with very useful information with special terms, abbreviations, contacts, addresses, Incoterms etc. It is visible who and when changed the latest version and team leader approves or not the change.



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BERGERecotrail®

Berger Fahrzeugtechnik (automotive engineering) is an affiliated company of our logistics business and is based in Radfeld in Tyrol.

The company produces the latest high-tech products. These include lightweight trailers made from high-quality, fine-grained steel with low weight and increased payload for better transport performance and lower fuel consumption



The only KPI is the financial turnover (Berger/Westrock).

3.1. + 5.1

Employees: All drivers are employed by Berger in AT also their trucks are registered in AT.

Fix contractors: are evaluated by Berger 1x/1year.

Others: CMR insurance is inevitable, verification of driving licenses also e-mail addresses etc.

Unreliable contractors are on blacklist which is shared by Intra wiki. It means those are forbidden for VIP customers or at all.

Since 2014, Berger has become an authorized and recognized training center for the legal community = Berger Academy.

The training is for internal also external purposes organized always if 30-50 applicants for training are logged in. It means many times a year. The training lasts 1 week.

Blacklist with untrustworthy carriers shared via Intra wiki.

4.1. Lbase System

The disponent puts data from Westrock purchase order into Lbase System with much presettings from the system (for example: official fix delivery time, loading and delivery address and bill to party, border etc.)

Then it is selected a driver with his truck. Special indicator in LBS is blue for employees, green for fix partners and grey for others (but as Westrock is WIP others is not applicable).

Next the dispatcher ("fahrzeugsteuer") keeps "an eye" on this transport to check if loading time, unloading time is according to the plan. If there is any risk, then the dispatcher informs responsible disponent who decides what else to do, and until the disponent doesn't give a resolution the truck is not available for other planning.

The disponent/ dispatcher communicates with the driver, suggest bypass roads in case of any obstacles on the roads, traffic jam, also consumption of diesel, solving defects etc.



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Every driver (blue and green) receives requests and info to the loading/unloading via "transport management system" to the current transport case. The special communication channel is available to the disponent, dispatchers, drivers and their supervisors.

The request contains:

"Semi-trailer must be clean, waterproof, without bad smell and dry. To secure cargo, 2 tensioning boards are necessary! Driver needs to check loaded pallet number and compare it with delivery documents and report in case of differences! Unloading date is absolute fixed date! Freight invoices are only accepted on presentation of delivery note and CMR consignment note with stamp and original signature from the recipient! If the delivery deadline is not met, 350 Euro will be deducted from the freight rate!"

Reporting

In case of any critical situation during the transport Westrock is informed by Berger.

Daily reporting works on phone or via e-mail (current situation of each truck, how many km to go, unloaded, OK/NOK).

Some what needs to shared:

To support Mobility award, local public transport to all Berger's employees is free.

Also, Berger's 3 e-cars, bicycles are free to borrow.

At the headquarter office there is a kinder garden for employees.

Berger is very active in ecology support and pollution reduction (rolling highway CH-IT)

NESHODA**Číslo: IA05/19 – 01****Nonconformity**

Not all received claims from Westrock are shared with Quality department. Claims connected with late deliveries were communicated within dispatching department only. The company does not include these issues into the claim evaluation system and does not make any systematic measures to avoid relapsing.

Zádržné opatření, Náprava (okamžité odstranění problému)**Odpovídá****Termín**

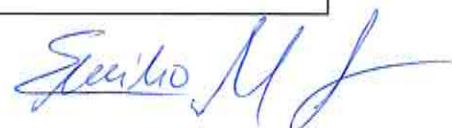
1.

2.

3.

Příčina:

General issues regarding late deliveries are recorded but not all of them were shared with Quality.



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Nápravné opatření (zabrání opakování problému)	Odpovídá	Termín
1. Staff will be trained towards reporting all claims and deviations to Quality also those related with late deliveries with and therefore not only damages.	Markus Ambach	06.08.2019
2. Implementation of the corrective measures will be evaluated by Quality, involving all incumbent departments (operations, sales)	Markus Ambach	06.08.2019
3.		
4.		
Kontrola provedení a účinnosti nápravného opatření:	Ověřil	Datum

ZJIŠTĚNÍ**OFI**

Opportunity for Improvements

1.1. Performance, Quality system

To consider inclusion of OTIF to the system of KPIs evaluation the quality of service

6.1. Claims and its administration

To consider inclusion of customer's claims to KPIs

Závěr auditu – zhodnocení**Strengths**

- Carrier working on the transport service with strategic mindset and vision
- Cooperation with partners is based on open and proactive communication
- The company is working on creation of high awareness and goodwill in the region

Opportunities

- KPIs include claims and OTIF to the KPIs

**Datum, jméno a podpis
vedoucího auditora:****Datum, jméno a podpis
vlastníka procesu:****Datum, jméno a podpis za IMS:**

14.08.2019