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<b>Aan:</b>	Connekt
<b>Van:</b>	Gordian Logistics Experts Uitgevoerd in opdracht van Ministerie I&M/ Connekt via TKI Dinalog
<b>Datum:</b>	6 juli 2016
<b>Betreft:</b>	Buitenlandpromotie - Export Project nummer: PTL08.009, Deliverable 2D Verkenning servicelogistiek verkenning Canada

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## Background

The service logistics export activities focus specifically on the deployment of the knowledge and knowhow derived from the innovation programme within the roadmap service logistics. It builds on the knowledge developed within innovation projects such as ProSeLo, Planning Services, Ultimate Spare Parts Planning and MaSelMa.

- **ProSeLo (Pro Active Service Logistics):** research on the possibility of facilitating the sharing and reusing of spare parts held in stock <http://www.dinalog.nl/en/project/proselo/>
- **Planning Services:** the demonstration of Spare Parts Planning Control Tower Technology available to SMEs and Large Scale Maintenance Organizations (LSMOs); <http://www.dinalog.nl/en/project/planning-services/>
- **Ultimate Spare Parts Planning:** to develop a proof of concept for the ultimate spare parts planning characterized by the following simple metric: at least 50% of all order recommendations are fully processed without any human interventions. <http://www.dinalog.nl/en/project/ultimate-spare-parts-planning-usp/>
- **MaSelMa (Integrated Maintenance and Service Logistics Concepts for Maritime Assets):** develop innovative concepts to improve the predictability of maintenance and the demand for service logistics. It is also concerned with the development of smart concepts for service logistics optimization, supply chain coordination and cooperation. This is how the project aims to improve service logistics efficiency for maritime assets. <http://www.dinalog.nl/en/project/maselma/>

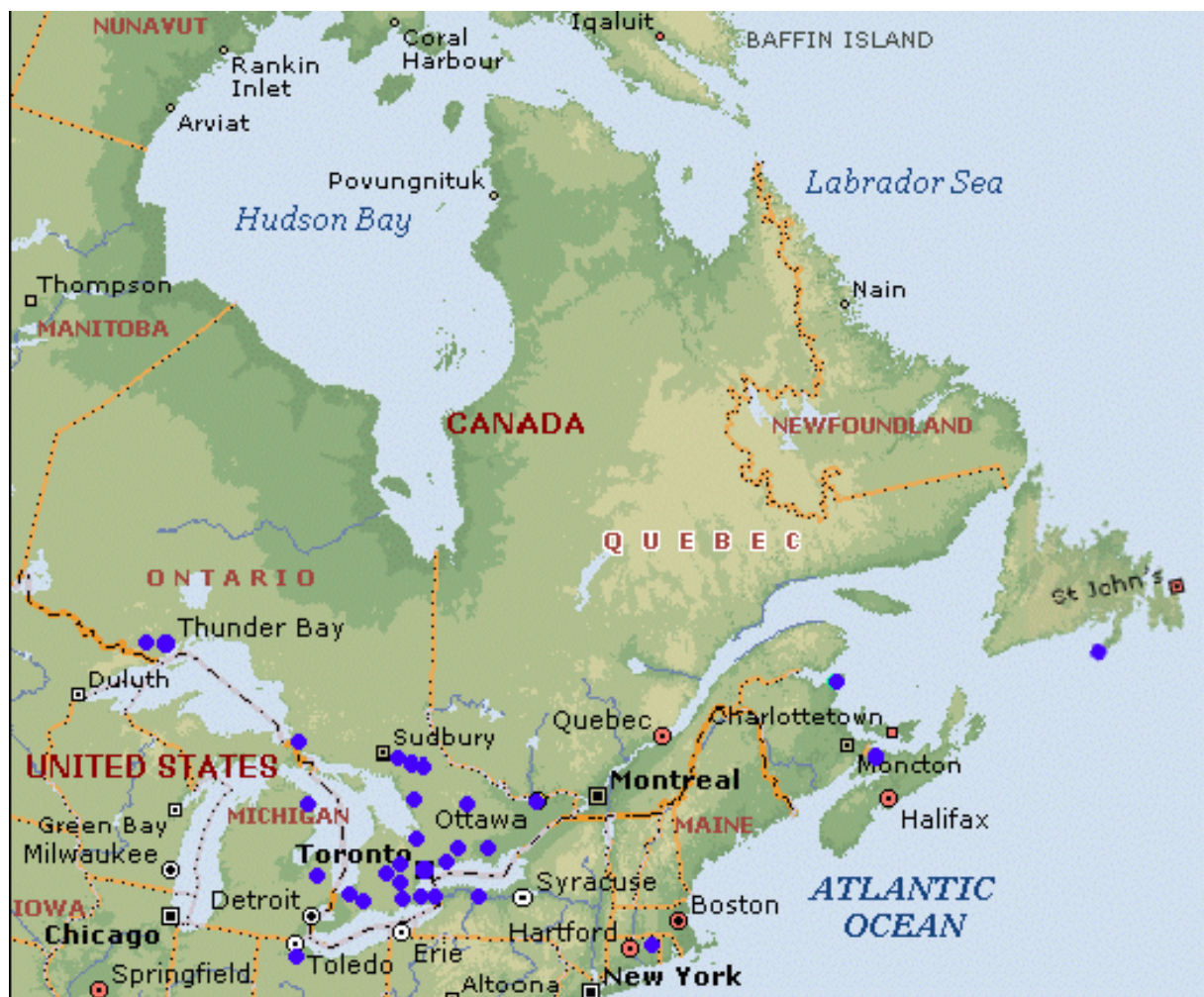
Within this programme, a spare parts control tower has been developed, in which the service provider supports manufacturers of capital intensive goods in a coordination function and smart ICT with all logistics processes and people with regards to effective spare parts planning and service logistics.

Gordian has analyzed which markets are receptive for remote service supply chain coordination and which have dominance in manufacturing and maintenance of capital intensive goods; Examples are South Africa, Germany, United Kingdom, Canada, France and Belgium. Last year, explorative meetings were held in South Africa and Belgium. In these markets, follow-up activities take place now. A new market for the first fact finding mission and meeting is Canada, due to the concentration of capital intensive goods industries and open mindedness regarding remote control tower service provision.

## Exploration potential of East Canada

Canada is an interesting market for the Dutch Logistics Innovation Program in Service Logistics as it has many capital intensive Industries and large number of companies which operate in businesses like, mining, off shore, aerospace, maritime, rail, etc.

Gordian participates in initiatives like ProSelo Next and Maselma and works closely with Universities on various work packages. Experiences and findings derived from these programs are fitting into a wide range of Canadian markets as described above. Gordian has established contact with the Ryerson University who will co-host the meeting. Focus of the meeting is on manufacturers of capital intensive goods; of which headquarters are most found in the Toronto, Ontario region.



An effective model to establish knowledge sharing internationally and creating interest for Dutch supply chain innovation concepts is Business Meets Science: a combination of company experiences and theory from universities. In service logistics, much of the research in the Netherlands is in public-private collaboration. This has proven to offer opportunities and is the added value of the Dutch logistics innovation model. Furthermore, the knowledge and knowhow in service logistics offers a neutral entry into a new market. Hence, in the foreseen Business Meet Science meeting in Canada companies AND universities exchange knowledge and identify specific opportunities.

## Activities

The initial plan aimed for a fact finding mission in June and a BMS in September. Due to unforeseen changes in the commercial development with a potential partners in Canada and the availability of Universities.

In practice this means that contacts with Canadian Universities and other institutions who represent the capital intensive industries have been made and the current plan is to conduct a fact finding mission in Sept and arrange a BMS in Oct/Nov time frame. TU Eindhoven has been consulted to participate in the Business Meets Science (BMS) session. The target group for the Business Meets Science session will be universities, companies from different capital intensive industries and specialists in asset maintenance.



Various conference calls with Ryerson University took place to explore interest of knowledge sharing and the subjects in the work packages of Proselo Next appear to be a good fit. Ryerson is willing to participate in the BMS and offered their facilities. They would also appreciate when we would bring experts of Dutch Universities into the BMS event, which we be accommodated.

Contacts with Dutch Universities have been established as well to develop relationships with Canadian Universities. SMRP organisation. SMRP (Society for Maintenance and Reliability Professionals) support the business interest of many asset owners and maintenance companies. Hence this is an interesting network to seek their knowledge and share Dutch Innovation Concepts. Initial contacts have been made with SMRP and they have shown initial interest. This will be explored further in the next few weeks.

In May conference calls were held with the Dutch Consulate in Canada to share with them the BMS concepts and plans how to generate exposure of Dutch Logistics Innovations in the Canadian market. This has resulted in an action plan where the Consulate has approached 25 companies in Canada and see their interest.

The fact finding mission will be focussed on

- Defining the exact programs for a BMS session in cooperation with Ryerson and Dutch Universities
- Meeting SMRP and define target member list to participate in BMS.
- Meet Asset Owners in Industries stated in the previous page and understand their involvement in Innovation and generate interest in participation for BMS
- Meet Consulate and seek their support for exposure of Dutch Innovation Programs

- Approaching companies like:
  - o 3M Canada
  - o Agnico-Eagle Mines Ltd
  - o ArcelorMittal
  - o Barrick Gold Corporation
  - o Bell Canada Entreprises
  - o Bombardier
  - o Celestica
  - o Direct Energy
  - o Enbridge Gas
  - o Essar Steel Agoma Inc.
  - o Ford Motor Company
  - o General Motors Corporation
  - o Greater Toronto Airports Authority
  - o Hatch
  - o Hudbay Minerals
  - o Iamgold Corporation
  - o Inmet Mining
  - o Kinross Gold Corporation
  - o Lafarge North America
  - o Liberty Energy