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Daikin Europe improves supply chain efficiency

Daikin Europe, a leading air conditioning equipment manufacturer, has an annual turnover of approximately two billion euros in Europe. In order to efficiently manage its expanding supply chain, the company needed to have a well-oiled communication process in place that would allow it to minimise the risk of errors and overstock, and to sustain its flexibility towards its customers. That is why Daikin Europe, with the help of service provider Certipost, has streamlined and automated its document exchange process with its suppliers.

“We have thoroughly revised our business processes in view of electronic processing. The inspection of incoming goods, for instance, no longer occurs manually but by means of scanning”, declares David Longueville, Application System Engineer at Daikin Europe.

“Currently, there are no clear-cut standards for electronic data exchange. But thanks to Certipost’s open platform, our suppliers can simply use their existing technology. And that is a major advantage because we want to persuade as many suppliers as possible to communicate electronically with us. Today, already half of our outgoing orders are being sent out in electronic way”, says Danny Janssens, EDI Manager within Production Planning at Daikin Europe.

Entering the production data directly into the IT system leads to shorter delivery times. Daikin Europe can now keep its stock to a minimum and, at the same time, respond more quickly to customer requests. “We have increased our productivity and gained a significant competitive edge because this way of working allows us to communicate far more efficiently”, concludes David Longueville.