

# National Express Shuttle and Transit

national express.

**11 countries**

USA, Canada, UK, Spain,  
Portugal, Morocco, France,  
Switzerland, Germany,  
Bahrain, Ireland



national express.  
shuttle and transit

**\$3bn**

group revenues  
2021\*

**27,000**

buses, coaches,  
vans, & trains

**45,500**

employees globally

**37**

local customer service centers  
in North America

**100+ years**

servicing local communities  
throughout the U.S.

**800M**

passengers

**500M**

fewer car  
journeys annually

**600+**

contracts

**4,000**

employees across the  
U.S.

**6,000**

vehicles in operation

# Supply Chain Parts Battle Approach

- All parts are listed for all to see in Canada and US
- All Customer Service Centers (CSC) utilize min/max auto reorder of parts
- Five Parts Reclamation Centers (PRC)
  - Used buses not sold, sent to PRC, stripped of parts and posted as available
  - Tremendous savings from PRC system

# Supply Chain Parts Battle Approach

- 15 page SOP on parts handling
- All received parts are bar coded
- All techs utilize tablets with internet access to parts at CSC and in Canada/US
  - Paperless shop means parts go to work orders and min/max tracking

# Supply Chain Parts Battle Approach

- Direct Warranty Customer for 11 OEMs
- Tremendous time saver
- Receive warranty payment directly from OEM for work done in our shops
  - Internal rate for labor helps support shop costs

# Supply Chain Parts Battle Approach

- **Train, Train, Train**
- **Online training for all techs through RMMs**
  - **One dedicated exclusively to parts handling**
- **Monthly training programs sent to all CSCs for refresher locally**
  - Quarterly Incentive bonuses paid out for technicians and MX Managers



# Supply Chain Bus Battle Approach

- No Simple Answer
- Be flexible
- Check vendors you have not used before
  - Adjust min/max based on new OEMs and anticipated delivery schedule of parts
- All wheel drive Connects are more available than rear wheel
- Add extra time and dollars

Thank You!



taking it to the

next level™