



Case study: DSV

The Toner. Ready for anything at DSV

Toyota Material Handling have worked with one of the fastest growing road transport networks in the UK to provide a forklift fleet that can deliver the goods.

TOYOTA case study: DSV



SAS

Toyota's unique System of Active Stability automatically monitors and controls over 3000 key forklift functions

When a typical week can include unloading over 380 inbound trucks and loading over 300 outbound trucks and preparing them for their onward journey via the Humber sea ports, every component of your organisation must be geared to meet the whim of time and tide.

DSV Road Ltd. are part of the DSV global transport network handling loads by air, sea and road from almost every country in the world.

Mike Holmes, Warehouse Manager of DSV Road Ltd. is in charge of operations at the 9,100m² cross-dock facility at South Killingholme. He recently led a project to replace the forklift fleet at the site in order to improve the cost efficiencies and performance of the trucks.

Holmes advises: "Shipping conditions can delay containers; we have to be ready for them whenever they arrive. That makes for a fast paced environment where our drivers have to be ready for anything. We needed a highly reliable forklift that has the versatility to move the huge range of goods that come through our docks"

DSV undertook trials of trucks from three manufacturers, evaluating driver feedback to determine the truck of choice.

The new Toyota Toner was the top scorer, proving a popular choice with all the team. The drivers were particularly impressed with the precision of the controls on the Toner allowing them to move quickly, even in tight spaces around the busy yard. The Toner also features Toyota's unique System of Active Stability (SAS) which acts like an extra

pair of eyes and ears, actively working to stabilise the truck if a potentially dangerous situation is detected.

The instrument panel and overhead guard have been redesigned to give the operator the clearest view when the forks are at ground level, lorry bed height and maximum height. One of the widest mast channels on the market significantly improves visibility for the operator, vital for operations like DSV where the operators make frequent changes of direction.

"A lot of our groupage work involves out of profile pallets, so being able to manoeuvre the truck precisely is very important. The optional mini-levers on the Toner help to prevent load damage by reducing driver fatigue, even over a long shift"



TOYOTA
MATERIAL HANDLING

“DSV are increasingly making use of back loads to offer customers greater cost efficiency. Utilising empty space on lorries returning from drop-offs is cost effective but makes our turnaround times tighter and puts more pressure on the materials handling fleet. The Tonerio rises to the challenge with features that support the drivers like self-levelling forks which not only save time when block stacking pallets, but also help to prevent damage to the goods.”

Mike Holmes, Warehouse Manager, DSV

In addition, Holmes was looking for a supply partner who would offer the flexibility DSV needed to meet the demands of a growing business.

Duncan Towse is the Toyota senior account manager for DSV. Towse advises: “Toyota were able to offer a flexible lease hire and maintenance package that would allow DSV to change the composition of their fleet as business needs changed.”

Holmes concludes: “It was clear to us that Toyota had a winning package. The Tonerio is a highly capable truck and they have real pride in their product and company. The account management has been excellent. Duncan has shown a keen interest in finding out what makes our operation successful and providing the products and service to match.”



Optional Mini Levers

Allows the operator to precisely control the lift height and mast tilt with one hand, for precise comfortable operation



Improved Visibility

Redesigned instrument panel and overhead guard vastly improve visibility



Self Levelling Forks

Forks level automatically at the touch of a button for accurate pallet placement