



Australia Post

Advanced Planning & Optimising implementation

The Challenge

- Australia Post processes and delivers over 14 million letters each day through a nationwide network of 40 mail centres and 300 delivery centres.
- The company has recently invested over \$500 million in high technology mail processing equipment and two new state-of-the-art mail centres in Sydney and Melbourne.
- Australia Post has an impressive track record of service performance and profitability despite severe Government restrictions on pricing and service standards. The challenge was to achieve the cost benefits from the new technology whilst at the same time improving service performance

The Solution

- SMT implemented high performance supply chain and production management systems in the new facilities as a forerunner to a roll-out in all mail centres in Australia.
- SMT's solution included implementation of Advanced Planning & Optimising software for facility scheduling, productivity improvement projects and capacity planning to synchronise staff rosters to highly variable mail volumes & receipt patterns.

The Results

- Labour costs reduced by 25%
- Service performance levels maintained in the high nineties