



Going the extra mile

Meachers and Tructyre share the same customer service ethos – a ‘can do’ approach to providing pragmatic, high value solutions



Company: Meachers
Global Logistics

Sector: Supply chain
management

Solution: Breakdown call-out
with a purchasing
management contract

Key benefits: Vehicle uptime
improvements
Cost reduction
Compliance support
Flexibility to support
growth

Richard Lambourne, Director of Meachers Global Logistics, explains: “Our customers demand wins that generic solutions cannot deliver. This is reflected in the breadth of our customer base and what we do for them. From car component manufacturers to cruise line operators, we are prepared to go the extra mile”.

Established in 1958, Meachers are now a major force in supply chain management, operating 70 tractor units and 120 trailer (44 tonners) from hubs in Southampton and Derby. These sites also house substantial warehousing and bonded facilities.

Richard continues that “over the years we have continuously added to our range of supply chain solutions to offer a genuine one-stop shop for our customers. Whether it’s looking at warehousing, order fulfilment, haulage or freight forwarding requirements, our approach is never blinkered and fully recognises the need to continuously drive efficiency”.

This is where trusted suppliers like Tructyre play a key role. Tructyre are fortunate to have had Meachers as a customer since 1996 and, like them, have evolved their service flexibility to keep pace with a growing customer base.

Meachers have a policy of training and developing people through its own in-house resources. This is reflected in its NVQ programme and HGV driver training. Richard is responsible for training and compliance, and in another demonstration of matched values, appreciates the fact that Tructyre have a similar commitment to developing quality through its people.

“ I also like that Tructyre are ISO: 9001 compliant and are Gold standard Investors in People with their own apprenticeship schemes. It reflects our own experience that efficiency and high quality service levels begin with effective training. ”

As well as using Tructyre’s rapid response roadside support, Richard explained that “the service works really well for us. Our own workshop teams monitor and fit tyres purchased through Tructyre, and Glenn Sherwood, Managing Director, and his team use their passion for tyres to keep us informed of developments and opportunities to maximise our tyre life”.

There’s no doubt that Meachers Global Logistics will continue its success, and sees the close relationship with Tructyre as an integral part of the journey.

Our thanks to Richard Lambourne and to Meachers Global Logistics for their hospitality and for sparing the time to put this case study together

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