

Definition of spare parts logistics

The showcase field of logistics

Spare-parts logistics is frequently viewed as a showcase field. Despite the growing variety of products and their individual parts, spare parts must frequently be provided in after-sales service on a short-notice and flexible basis. In the process, special demands are placed on both the supplier and the recipient of spare parts.

Concept and scope of spare-parts logistics

For a company to be successful in business, maintenance and repairs are critical tasks. In the aviation industry, for instance, airplanes are profitable only when they are flying. In a highly competitive marketplace, concepts that ensure the fleet's operational readiness are vital. In this process, the provision of spare parts plays a major role. Without the speedy installation of spare parts and timely maintenance on the ground, every airline will quickly fall behind in the competitive race. From the rivet in the wing to the navigational computer, spare parts are critical, playing a role in passenger safety and millions of euros on balance sheets. For this reason, efficient spare-parts logistics is necessary - not only in the aviation industry but also in just about every sector [1].

In terms of spare-parts logistics, a distinction must be drawn between two perspectives. First, the [spare-parts logistics of the supplier or manufacturer of spare parts](#) must be considered - in the case of airplane maintenance, that would be the rivet manufacturer. The focus of this rivet maker's replacement-parts logistics is supplying the customer - the airlines - with spare parts as part of customer service or after-sales service.

On the other hand, the recipient of spare parts must be considered - the airline, for instance. The [spare-parts logistics of the recipient or user](#) covers procurement, storage and the use of spare parts as part of upkeep - e.g., as part of regular maintenance checks of planes.

Both approaches create their own challenges in spare-parts logistics. The various issues involved are addressed in greater detail in the following two articles [2].

Recommended reading

Erfolgreich mit After Sales Service | Barkawi / Baader / Montanus 2006

After Sales Management | Baumbach / Stampfl 2002

Logistiksysteme | Pfohl 2004

References

[1] Stellenwert der Ersatzteillogistik in der Luftfahrt | Pfohl / Trumpfheller 2005.

In: Thema Forschung. Im Aufwind: Luftverkehr | TU Darmstadt (Hrsg.)

[2] Logistiksysteme | Pfohl 2004

URL

[http://www.dhl-
discoverlogistics.com/cms/en/course/processes/spare_part_logistics/definition.
jsp](http://www.dhl-discoverlogistics.com/cms/en/course/processes/spare_part_logistics/definition.jsp)