



# Maintaining Operational Efficiency – Supporting Norwegian Aerospace & Defense Sector

## A Boeing Distribution Services and Kongsberg Defence & Aerospace Case Study

### Customer company overview

Kongsberg specializes in developing advanced technologies, to provide extreme performance for extreme conditions. An international technology group that delivers advanced and reliable solutions that improve safety, security and performance in complex operations and under extreme conditions from the deep sea to outer space. Headquartered in Kongsberg, Norway, with global operations across over 40 countries worldwide. The group consists of three business areas: Kongsberg Maritime, Kongsberg Defence & Aerospace and Kongsberg Digital.

### The challenge

At the start of our engagement, Kongsberg Defence & Aerospace were selected to produce composite parts for the F-35 program and were looking for a supplier who could provide chemicals and specialty materials in line with customer specifications in Europe. The challenge was that the local suppliers available to them were not REACH compliant and were not able to provide documentation according the specifications.

The company also had over twenty suppliers providing material for their operations and were looking to consolidate in order to reduce the workload, so they could concentrate on their core business. They were looking for a single source distribution partner to support their parts and chemicals requirements throughout the whole of their production facilities.

### Our solution

Boeing Distribution Services liaised with our manufacturing network through the Boeing Supply Chain to determine how we could provide local imports from Kongsberg's U.S. manufacturing sources.

- We created a logistics and material supply chain solution for Kongsberg Defence & Aerospace by:
- Managing the chemicals and specialty material requirement through local import
- Ensuring that all the materials provided were REACH compliant
- Conforming to Norwegian regulation requirements in the local language
- Complying with their customer's approved documentation requirement.

## How we helped

We were able to reduce the costs of imports and customs and having a single source partner meant that Kongsberg Defence & Aerospace were able to be more effective in getting the necessary material to the production floor. Ensuring that all logistics information was in the local language also helped to enable a more effective process for distribution.

Initially we started as a key distribution partner to the company but through our 10 year relationship we are now working with Kongsberg Defence & Aerospace as an Operational Solutions partner by providing parts and services optimization through:

- **Forecast and planning** – for easy access to materials and efficient operations
- **Transportation services** – for compliant management of imports and full visibility of transport process
- **e-services** – for access to our comprehensive range of parts and related documentation as well as order tracking
- **Supplier management** – consolidation of the supplier base, single sourcing; product line development to aid the addition of new products to their production and reviewing and helping to improving the unit of measure to enhance production requirements.
- **Quality assurance services** – for right quality, reduction in risk and safe production. We are continuing to provide parts, chemicals and services support to Kongsberg Defence & Aerospace within their Aerostructures operations and Aviation Maintenance operations, including MRO of gear boxes.

## Benefits

Our Operational Solutions partnership has helped Kongsberg Defence & Aerospace to:

- Focus on their core business with peace of mind that we continue to support their operational needs
- Have a healthy and trustful supply chain and logistics solution
- Improvement of their on-time delivery performance by +17%.
- Rely on Boeing Distribution Services for their demand which is saving time in the sourcing process and reducing work load for their operation

On-time delivery  
performance  
improvement

**+17%**

“Boeing Distribution Services is our trusted partner for integrated supply chain solutions so we can focus on our programs be it on the production or maintenance side of the business. They have been able to understand our business and work with us to ensure our production and maintenance operations run effectively.”

**Ragnar Lokka**  
Head of Supply Chain  
Program Director

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