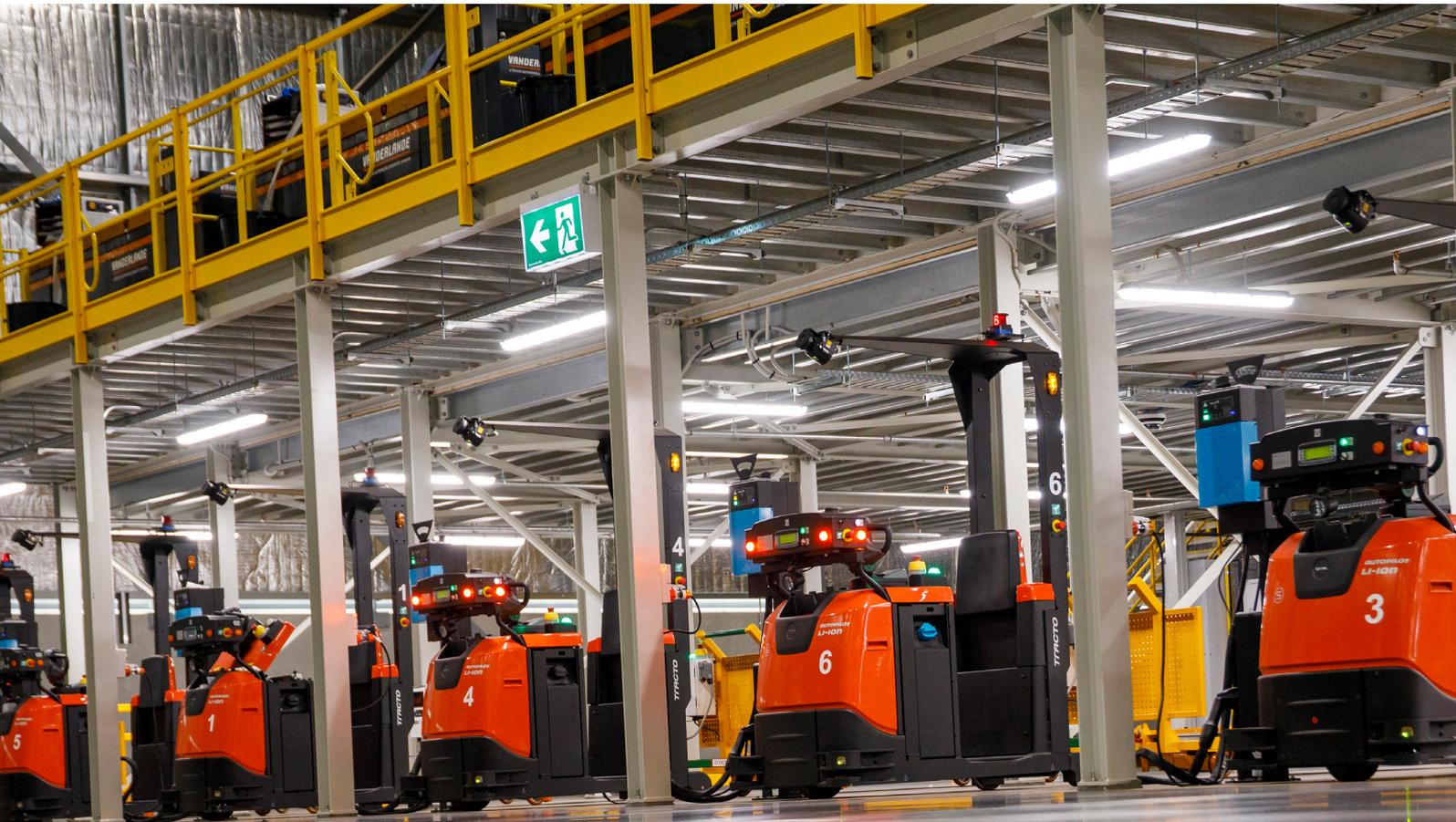


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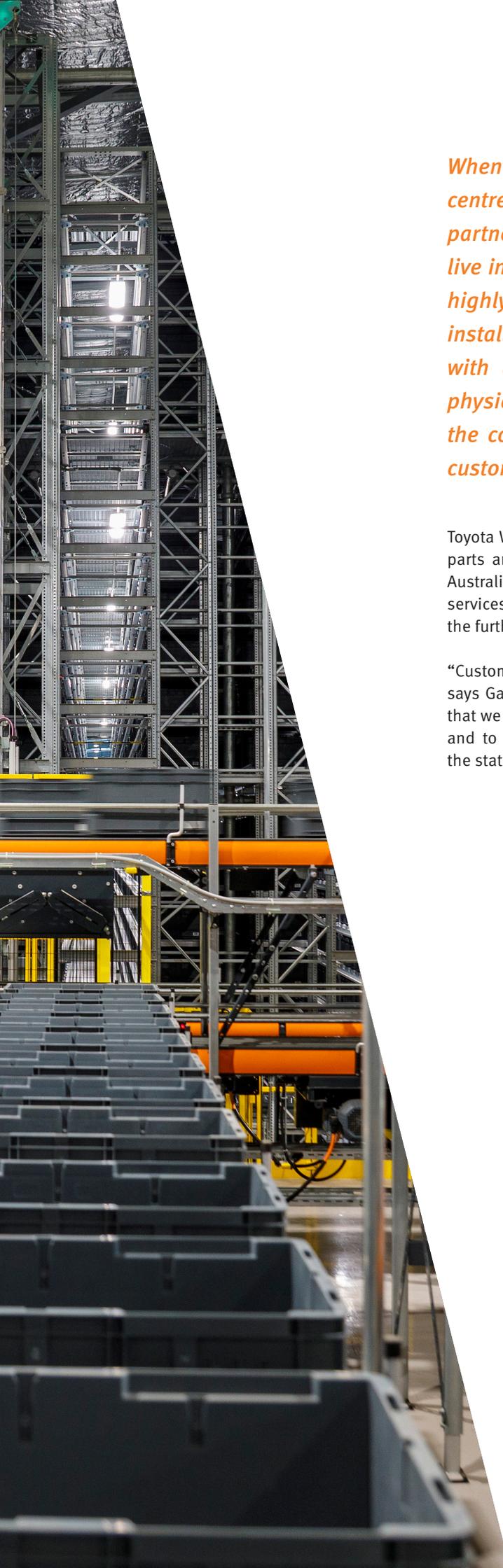
CASE STUDY

Toyota WA optimises spare parts distribution with FASTPICK



MOVING YOUR BUSINESS FORWARD





When Toyota WA decided to build a new parts distribution centre (DC), it chose Vanderlande as its automation partner. The facility in Perth, Western Australia, went live in April 2025 complete with Vanderlande's FASTPICK highly automated goods-to-person solution. The installation ensures that Toyota WA is ready to keep pace with an expanding market, liberates employees from physically demanding and repetitive work, and ensures the company's extensive dealer network – and the end customer – receive the right parts on time.

Toyota WA is responsible for distributing new vehicles as well as automotive parts and accessories to 30 dealerships across the vast state of Western Australia (WA). The region covers 2.5 million km², making it one of the largest services areas of any automotive distribution operation in the world. In fact, the furthest delivery point from the Perth base is about 3,500 km away.

“Customers are invested in us through their purchase of a new Toyota vehicle,” says Gary Nettle, Executive Director, at Toyota WA. “It’s therefore important that we have a robust parts distribution capability to keep them on the road, and to make sure that we support the Toyota dealer network throughout the state.”



Keeping pace with the market

Before the new DC was built, Toyota WA's parts facility operated nearby from smaller premises – dominated by manual handling processes – that it was simply outgrowing. The new facility covers 16,000 m² and was designed to future-proof the company's after-sales logistics.

“One of the biggest challenges we face is our ability to keep pace with market trends,” explains Ariel Varela, Toyota WA's General Manager. “At the previous warehouse, capacity was limited. And we also needed to look at better ways of doing business, which meant automating in a way that will help us to scale up when required.”

After researching the logistics market, the company decided to partner with Vanderlande, and not because both companies are part of the Toyota Group. The solution presented ticked all the right boxes in terms of performance, redundancy and the blending of advanced technologies.

“When you first head down the path of automation, I think anyone would be quite nervous and wonder what's too much and what's too little,” says Gary. “But we felt comfortable with the way Vanderlande's system worked.”

“We selected FASTPICK for its ability to move product quickly through our facility,” adds Ariel. “And with an eye to the future, this system will help us to capitalise on market opportunities like ecommerce.”

The Toyota WA team was also looking to work with an automation provider that was committed to building a long-term relationship, as Gary explains. “We didn't just look at the system, we wanted a partner for life. Our expectation was that you will become part of our business, not just a company that installs a system and then moves on to the next customer.

“We also felt that Vanderlande's company values, and the way it goes about its business, is very much aligned with our thinking – especially in areas of social and environmental responsibility.”

ADAPTO catches the eye

From a product point of view, it was Vanderlande's ADAPTO automatic storage and retrieval system that caught the eye, particularly the ability of its shuttles to move across lanes to reach stored items. "We were impressed when we saw the shuttles in action, when compared to industry competitors, because of the redundancy factor," says Ariel. "For us, the roaming shuttle felt like the right solution."

Accuracy is also essential, and Toyota WA liked the fact that ADAPTO provides both an inbound and outbound quality process. "Right part, right place, right time – those are the three things that we'll always say in our business," adds Ariel. "So having those quality stations inbound and outbound was an absolute must."

Vanderlande was subsequently engaged for the end-to-end delivery of all operational equipment in the DC. This included not only the core automation solution, but also the full suite of material handling systems, integrated subsystems and facility infrastructure.

FASTPICK is the centrepiece of the solution and includes 44 ADAPTO shuttles that have access to 31,000 storage locations across eight aisles and 22 levels. The system incorporates four ergonomic and height-adjustable GtP workstations, and can handle 1,400 totes per hour.

In addition, six automated guided vehicles (AGVs) and three automated mobile robots – provided by Toyota Material Handling Australia – deliver pallets and cages from the inbound to the storage area, and from manual picking stations to the outbound docks. The AGVs also manage the transport of totes from pick-up to drop-off locations across the DC.

Through the early stages of bedding in the automation, Toyota WA was pleased with Vanderlande's responsiveness. "Their team has been very accommodating, and quick to address any issues we had," says Ariel.



Complementing the human factor

The high level of automation is also proving to be a blessing for Toyota WA employees, who have been liberated from many repetitive, menial and manual tasks. This is important to the company, which wants to retain a committed workforce at a time when many warehouse operations find it difficult to recruit personnel.

“One of the promises that we made to our people was that we would bring whoever was working in the old facility into the new one,” says Gary. “I think those who have made the move feel very comfortable and understand that automation has made their jobs easier.”

Ariel agrees because automation allows them to move away from unproductive tasks that still dominate manual DCs and warehouses. “When it comes to moving an empty trolley or tote around, it makes sense to let the machines do that sort of work,” he says.

Automation and innovative ergonomics will also provide Toyota WA with the opportunity to broaden its employee base. “There is now more potential to employ people who may be less able bodied or have fewer qualifications,” explains Ariel. “This is important for us, because we are a company that is committed to workforce diversity.”

With employee wellbeing very much a priority, Gary has also noticed some added value that he didn’t necessarily expect. “A lot of thought has gone into the GtP workstations, which have a warm timber layer for operators to touch when moving goods,” he explains. “The system is also surprisingly quiet, which makes for a pleasant working environment. What’s more, we’re able to quickly train people on the new equipment.”

This collaboration showcases Vanderlande’s ability to deliver advanced automation solutions even in the most remote locations, with a strong emphasis on people, precision and long-term partnership. As Gary puts it: “Our relationship with Vanderlande has been exceptional, from day one through to go-live and beyond.”





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