

Wren Kitchens takes top accolade for industry leading delivery service

Wren Kitchens was crowned its third transport award of the year at a prestigious national transport event.



The Humber based kitchen retailer that delivers 2,000 kitchens a week 99.5% on time and in full, picked up the **Operations Excellence** award at the **Chartered Institute of Logistics and Transport (CILT)** ceremony held at the Royal Lancaster Hotel in London.

Wren stood-out against tough competition such as Rolls Royce thanks to its innovative operational methods and impressive technology to keep customers fully up-to-speed with their delivery.

Wren has recently won the Operational Excellence Award at the Motor Transport Awards and the Silver Award at the Royal Society for the Prevention of Accidents.

Wren Kitchens Head of Transport Operations, Lee Holmes, said: "We're proud to be recognised for our transport service and it's thanks to our hardworking teams for creating an innovative operation that's at the forefront of the industry.

"Our lorries and trucks travel over 155,000 miles each week to customers' homes and we continue to streamline our operations with the very best technology and efficiency methods for a greener future.

"Customers are always at the heart of everything we do and it's the little things that really make a difference such as pre-delivery checks and wearing shoe covers when entering customers' homes."

The number one kitchen retailer has substantially invested in over 10 touch points for its customers using an innovative system called FlexiPod which provides real-time transparency from depot loading through the journey to arrival.

The end-to-end delivery process is supported, managed and monitored using FlexiPod and prior to delivery, the driver can view images of the delivery address to ensure it's accessible. All goods loaded are scanned against the customers' documents and it provides live updates for Wren's customer service team at its headquarters in Barton-upon-Humber, North Lincolnshire.

Wren's triple-connected road train lorries have reduced road miles and carbon footprint by 33% and increased load capacity by 20% per single box. The innovative method consists of demountable boxes which are transported on one 18t truck. It replaces three separate vans. Each box can carry two large kitchens and on average provides up to six smaller drops.

Wren has a fleet of over 180 lorries which travel to customers' homes across the UK from six depots located in Howden, Barton, Bristol, Stansted, Larkhall and now Manchester. The retailer is reducing CO2 emissions with the introduction of three new transport depots this year to minimise road miles and to prepare for an electric future.

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[Wren Kitchens](#) is the UK's number 1 kitchen retailer and has supplied kitchens worth more than £1bn in the last two years alone. Launched in 2009, Wren Kitchens is a family business, and manufactures all of its kitchens at production facilities in Yorkshire and Lincolnshire. It has 84 showrooms nationwide and many kitchens are delivered fully built, with doors, drawers and wirework pre-installed, throughout the UK by Wren's fleet of lorries.

Wren offers the widest choice of kitchens in the UK. There are three product ranges: Vogue, an affordable flat pack collection; Infinity, available in six styles, nine colours and comprising more than 100 types and sizes; and Infinity Plus, with 24 styles, more than 2,000 colours and a choice of over 2,000 different units.

Wren is committed to the highest standard of manufacturing and service, providing the perfect experience for every customer, acting responsibly and with honesty and integrity.

Earlier this year, it was awarded the Manufacturing Guild Mark by the Furniture Makers' Company in recognition of its exceptional manufacturing standards and the Made In Britain marque in recognition of its commitment to excellence.