



JYSK SOP

Spare parts

Scope

This Standard Operating Procedure describes the rules and procedures for handling spare parts for JYSK.

Change-log

Section	Changes
Table 3	Armrests and wheels must be packed in set.
Table 4	Gas lifts and legs must be packed in set. Added slatted base fittings and cover for mattress to table 4.



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1 Purpose

JYSK need to have the right spare parts in the right quantity, to provide good customers-service in a fast and cost-efficient manner. Spare parts are however not intended to be a solution for solving quality issues.

Spare part orders are just as important as normal orders and must be treated as so.

The alternative to missing spare parts is a BOM order, or complete replacement, which is wasteful and costly.

2 Tasks and execution

2.1 Selection and master data creation

When a new product is added to the JYSK assortment, the required spare parts are decided by [JYSK C&Q](#) during product-assessment and informed to CAM and supplier.

The chosen spare parts will be created in SAP.

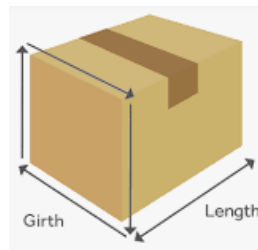
Suppliers must be able to supply JYSK with the selected spare parts free of charge until one year after the last delivery of the concerned product.

[Table 2](#) through [Table 5](#) is an indicative guideline for minimum required spare parts for certain products, however there can be special spare part requirements beside the stated guidelines, such as:

- Remote control
- LED strings
- Special fittings
- Other parts due to special construction

All spare parts will be sent with courier service to customers and stores; therefore, we have a maximum size and weight of spare parts. If a spare part is exceeding one of these measurements, it shall not be created.

- Maximum length 175cm.
- Maximum length + girth = 300cm.
- Weight maximum 31,5 kg.



2.2 Ordering, reordering and follow up

The initially required quantity of spare parts to be ordered, is normally 1-2% of the first order quantity for each Distribution Center (DC) where the product is ordered to. Initially required spare parts must be supplied together with the first container/truck to allow JYSK supplying spare parts to customers immediately when the sales begin.

However, Garden spare parts can only be ordered once a year and will be ordered based on the yearly forecast for the single product. This fact taken into consideration, JYSK can order up to 4% of some Garden spare parts where we from experience know the need is higher e.g., cushion covers.

Please note that all JYSK spare parts are placed in DCZ, and delivery of spare parts therefore must be to DCZ, no matter if there is a delivery of the main articles to DCZ or not, and no later than the first delivery of the main article.

- The expected lead time for reordering spare part orders should be 10 weeks from Far East Suppliers and 4 weeks from European suppliers.
- In certain cases where the need of spare parts is very urgent, JYSK can require airfreight or courier delivery on supplier cost.

2.2.1 Ordering

- JYSK places orders for spare parts in the Supplier Portal using purchasing number 010.
 - Spare parts are re-ordered based on forecast and demand in SAP.
- The supplier must follow up and ensure completion of deliveries of spare parts are according to the above.

2.3 Packing, labelling, and shipping

2.3.1 Labelling of Handling Unit

- Spare parts must be packed in a handling unit following the requirements in [JYSK 6101](#).
- However, the label used for spare parts must follow below requirement.
- The label must be yellow.
- Size minimum 150mm x 100mm.
- Text font Verdana.
- Barcode size minimum 1,0 according to [JYSK 6101](#).

Size 16

Size 36 BOLD

SPARE PARTS	
JYSK order no.:	XXXXXXXXXX
JYSK spare part no.:	XXXXXXXX
Description of part:	XXXXXXXXXXXXXXXXXX
Quantity:	XX pcs.
Barcode	XXXXXXXXXXXXXXXX



5 714561 780121

- | | |
|------------------------|--|
| • JYSK order no.: | Is the spare part order number. |
| • JYSK spare part no.: | Is the spare part number. |
| • Description of part: | is the same text as on the spare part. |
| • Quantity: | Is the quantity of spare parts in the box. |
| • Barcode: | Is the barcode number. |

2.3.2 Packing and labelling of individual Spare parts

The packaging of each spare part article must be able to pass a drop test performed on a concrete floor [Table 1](#).

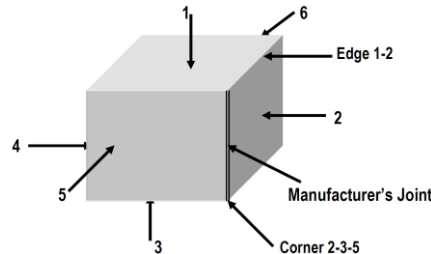


Figure 1 Identification of packaging faces

Drop test requirements:

Drop Number	Drop height	Orientation
1	460 mm	Edge 3-4
2	460 mm	Edge 3-6
3	460 mm	Edge 4-6
4	460 mm	Corner 3-4-6
5	460 mm	Corner 2-3-5
6	460 mm	Edge 2-3
7	460 mm	Edge 1-2
8	910 mm	Face 3
9	460 mm	Face 3

Table 1

After the drop test the spare parts must be intact without any damage and no leaking of parts.

- In the below Tables 2-5 it is written which kind of packaging the spare part as a minimum must have.

PB = Poly bag. This means the spare can be packed in a poly bag.
 These spare parts will be picked, packed, and distributed.

CB = Cardboard. This means the spare part must be packed in cardboard according to JYSK standard 6001. These spare parts must be ready to pick and distribute without further packaging.
 Spare parts are sent as parcel deliveries by courier service therefore the handling can be a bit rough, please take this into consideration when packing the CB spare parts.

- If the spare parts are insufficiently packed, JYSK will invoice the cost for re-packing.
- Spare parts must be placed in the 'opening end' of the container, meaning it will be the first parts to be unloaded from the container.
- Labelling of spare parts must be as shown below:

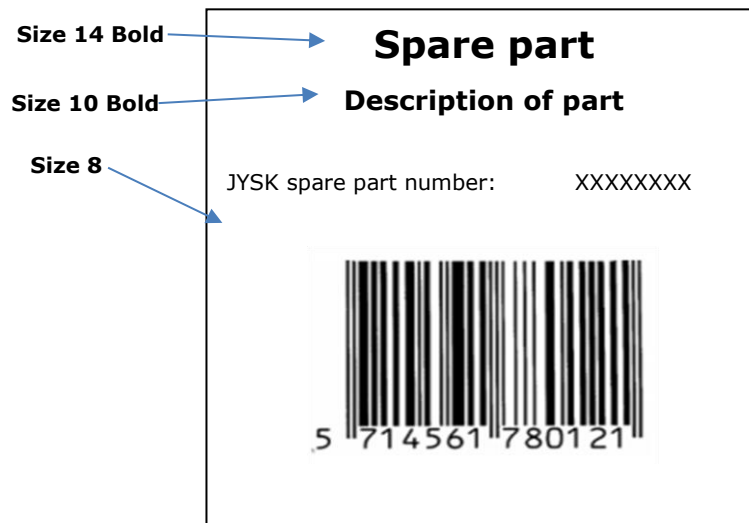
Size of label: 11 x 11cm.

However, labelling size of small spare parts may be adapted to size of the package but must be readable and scannable.

Text font Verdana.

Barcode size minimum 1,0 according to [JYSK 6101](#)

- Every spare part article (spare part number) must be individually packed and labelled with below label.



- For import deliveries, the supplier must include spare part PO in shipping documents with value 0.20 USD per item and note "Value for custom purposes only"

2.3.3 Delivery of spare parts by air freight and by courier services:

- Spare part deliveries by air freight should be provided on DAP incoterms basing on the rules given in [JYSK 8001](#) (point 4.6).
- Rules regarding invoice preparation can be found in [JYSK 8002](#) (point 2).

The below information are **very important** for these kind of spare parts deliveries – if these information's are not available, JYSK are not able to track them, and they will probably be returned to sender. This can cause that the spare parts to go Out Of Stock.

- Order number
- Article description
- Price
- Addendum: Spare parts of no commercial value, for customs purpose only (must be on the invoice).

2.4 Settlement of sparepart handling and distribution cost

JYSK settles the distribution costs for spare parts each month.

Settlement is based on the total list of spare parts sent to stores and customers for each supplier.

Suppliers must reimburse JYSK €15 per each spare part order sent, to cover the cost for picking, handling, and distribution of spare parts.

2.5 Consequence of non-compliance

- Non-conforming spare part deliveries are handled locally at DCZ.
- The responsible department will issue a Quality notification and arrange the needed handling and/or rework.
- All cost for handling and rework will be added to the notification and invoiced to the supplier.
- Note that repeated delivery of non-conforming spare parts can result in a fine.

2.6 Scrapping of spare parts

- To keep down the number of spare parts, JYSK is every December, scrapping spare parts with has no stock-movement during the last 12 months. This procedure requires that the scrapped spare part has been active at least 12 months and JYSK will generally not order these scrapped spare part numbers again.

3 Communication

All communication regarding spare parts must be through: sparepartspurchasing@JYSK.com



JYSK 8006

Edition 14 – 2024-09
Compliancequality@JYSK.com

PG 12 & 45	Fitting bags / Special fittings	Set of drawer runners	Hinges	Set of legs or single legs	Support legs	Handles / Knobs	Set of drawer parts: front, sides, back (no bottom)	Doors	Mirror	Foot-caps / plastic ring. No felt pads	Slats Single packed
Packaging:	PB	PB	PB	CB	PB	PB	CB	CB	CB	PB	CB
Sideboard / Highboard Nightstand Bookcase Wardrobe Room dividers Chest of drawers TV unit Desk Shoe cabinet	X	X	X	X	X	X	X	X			
Dining tables Coffee tables Console tables	X	X	X	X			X				
Extension leaf	X										
Dressing table	X	X	X	X		X	X		X		
Coat stand Cloth rail	X										
Dining chair Lounge chair Bench	X			X						X	
Stool	X			X							
Folding beds	X										X
Bunk beds Cabin beds Bed frame	X	X	X		X		X				X

Table 2

- Fitting bags contains the normal fittings, and not special fittings.
- Special fittings are delivered separately and decided by C&Q during product assessment.
- Set of drawer runners is a set for one drawer.
- Hinges is one set (1 hinge + 1 back plate) put together.
- Set of legs or single leg is decided by JYSK C&Q at product assessment.
- Handles / knobs is one piece.
- Set of drawer parts is drawer front, sides and back in one package – no bottom.
- Foot caps is 4 pieces for one chair.



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PG 12 & 45	Fitting bags / Special fittings	Set of legs or single legs	Foot-caps or plastic ring. No felt pads	Armrest (set of left+right)	Chair mechanism	Wheels (set)	Gas lift
Packaging	PB	CB	PB	CB	CB	PB	CB
Sofa	X	X					
Sofa beds							
Bar stool	X		X				X
Office chair							
Desk chair	X			X	X	X	X
Gaming chairs							
Folding chair			X				
Mirror, Poufs etc.	X						

Table 3

- Fitting bags contains the normal fittings, and not special fittings.
- Special fittings are delivered separately and decided by C&Q during product assessment.
- Set of legs or single leg is decided by JYSK C&Q at product assessment.
- Foot caps is 4 pieces for one chair.
- Armrest must be ~~single~~ packed in set (left+right) and clearly marked. Wheels must be ~~single~~ packed in set for one chair.



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PG 40	Fittings	Set of metal triangle (4 pcs)	Set of metal angle (4 pcs)	Gas lift (set)	Motor / remote control	Legs	Middle leg (1pcs) For wide beds	Slats – complete set.	Cover for frame	Cover for mattress
Packaging	PB	CB	CB	CB	CB	CB	PB	CB	PB	PB
Continental Flat packed	X		X			X		X	X	X
Continental Flat packed With Storage	X		X	X		X		X	X	
Continental Regular	X					X				X
GOLD C25		X	X			X	X		X	
Adjustable bed	X				X	X				
Slatted base	X									

Table 4

- Fitting bags contains the normal fittings, and not special fittings.
- Special fittings are delivered separately and decided by C&Q during product assessment.
- Gas lift must be ~~single~~ packed in set – left and right ~~apart~~.
- Legs must be ~~single~~ packed in set for 1 bed.
- Slats must be a complete set.



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PG 46	Fitting bags / Special fittings	Legs Single packed	Foot caps. No felt pads	Cushion cover No complete cushions	Cover	Roof	Tube	Safety pad for springs	Safety net
Packaging	PB	CB	PB	PB	PB	PB	CB	CB	CB
Tables	X		X						
Chairs / Sofa	X	X	X	X					
Bench	X	X	X						
Sun lounger	X		X	X					
Cushion box	X								
Hanging Parasol	X				X				
Parasol base	X						X		
Gazebo	X					X			
Lounge set (Chair & sofa)	X	X	X	X					
Trampoline	X							X	X
Cushions Single Parasol	-	-	-	-	-	-	-	-	-

Table 5

- Fitting bags contains the normal fittings, and not special fittings.
- Special fittings are delivered separately and decided by C&Q during product assessment.
- Foot caps is 4 pieces for one chair.
- Cushion cover – Please note that JYSK never wants complete cushions as spare parts.