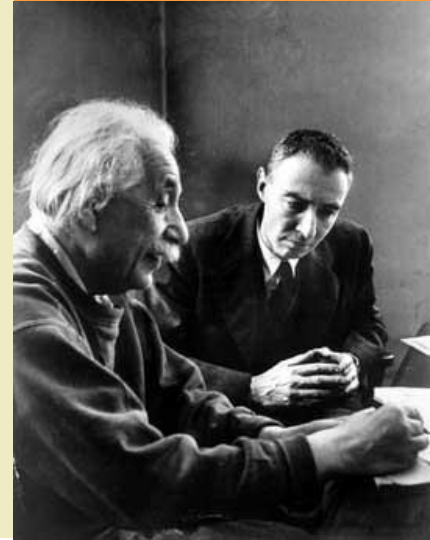


# Accurate POD/DC delivery on time

Light House Case study



## Industry Type >>>

Logistics - Operations

## The Client >>>

C\_LG\_BD

## Improvement Tool >>>

Lean Six Sigma



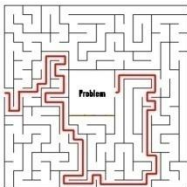
## Scenario >>>

C\_LG\_BD is South Asia's premier courier, and integrated express package Distribution Company with the most extensive domestic network. Its vision is to establish continuing excellence in delivery capabilities focused on individual customer. In pursuit of sustainable leadership in quality services, C\_LG\_BD considers delivery of POD/DC also as a significant attribute. Delayed and incomplete submission of POD/DC affects the customer to recover their payments from the consignee and also influences the daily sales outstanding of C\_LG\_BD.

## Business Challenge >>>

Data analysis showed that 33 % of the POD/DC were not being delivered within 7 days. Out of 33%, 23% POD/DC were incomplete and 10% were not received. The project aims at improving the submission performance of complete POD/DC within 10 working days of delivery to 95%. On confirmation of receipt of package only then invoice for the transaction can be released. This delay in receiving the POD/DC blocks the cash flow for both C\_LG\_BD as well as their clients.





## **The Solution >>>**

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Incomplete POD/DC due to lack of knowledge has been avoided by imparting training to the operational staff and creating handbook on the training material. Also rewards and recognition have been introduced to create ownership across the organization. Re-engineering the process and introduction of checklist in POD/DC shipment requirements has defined the processes and TAT for image scan locations. Inclusion of the process in ISO manual has established new service standards and control points within the process.

## **Benefits >>>**

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The project has improved the process ensuring the delivery of completed POD/DC to 96.2%. The new process the DC can be tracked both ways- Onward and Reverse at any point of time.

The intangible benefits include customer good will and loyalty and robust process which has improved the reliability.

## **For further information, please contact >>>**

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