



सत्यमेव जयते

Ministry of Commerce & Industry  
Government of India



**FedEx Express Transportation  
and Supply Chain Services  
(India) Private Limited**

**Best Cargo Airline & Terminal  
Operator**

**Rank : Winner**

## Summary of Best Practices across excellence themes

### Operational Excellence

In India, FedEx Express has more than 6,000 team members, operates 22 weekly flights and has three International gateways

Stringent control for On-Time Performance: We maximize capacity utilization by efficient fleet management, maintaining a short turnaround time of 90 minutes

Safety Above All: FedEx has rigorous multi-layered checks and control, documented under Standard Operating Procedure with in-built mechanisms

World leader in the shipping of Dangerous Goods: Our team of highly trained specialists handle Dangerous Goods and specialized cargo with careful and precise handling

Flight handling and built up is spearheaded by the FedEx internal teams

### Sustainable practices

FedEx aims to achieve carbon-neutral operations globally by 2040

FedEx has designated more than \$2 billion of initial investment in three key areas: vehicle electrification, sustainable energy, and carbon sequestration to achieve this goal

### Certifications & compliance

FedEx Express is regularly assessed and certified by one of the largest and most respected registrars in the world: LRQA, Lloyd's Register Quality Assurance

The MEISA region, which includes India, successfully passed a surveillance audit in October 2020

### Employee Development & welfare

At FedEx Express our people programs are best-in-class and aims at enabling high performance and engagement throughout the employee life cycle

Diversity, inclusion and gender equality (DE&I) is an integral part of our culture

To create a workplace that imbibes DE&I we continuously enhance our policies, develop and share resources, impart training, and implement regular communication

In 2021, FedEx Express was recognized with the award for 'Best Gender Equality Workplace' by the World HRD Congress at the Diversity and Inclusion Leadership Awards

### Customer services

The 'Purple Promise', is an important guiding philosophy at FedEx Express, and represents our commitment to taking care of our customers

FedEx Express ensured seamless customer service during the pandemic:

550+ employees were equipped to support customers from their homes

A specialized desk was formed to manage the movement of all essential commodities

The second wave of the pandemic gave rise to the Oxygen Concentrator desk

Service enhancements during 20-21:  
A customer onboarding program was launched to support new customers

A new segmentation strategy was devised to deliver differentiated service to customers

### Technology and Innovation

FedEx was built on innovation, and it continues to be an integral part of our culture and business strategy

Adoption of disruptive technologies during COVID-19:

A new hosted contact center solution for customer service was implemented to support work from home

Stations, hub, and clearance operations were enabled with data analytics tools, and dashboards

Robotic Process Automation (RPA) helped boost efficiency of business processes

GPS (Global Positioning System), TMS (Transport Management System) and Fleet Management System (FMS) integrated solutions were implemented to ensure real-time visibility and monitoring of vehicle network and their performance

## Best Practice/initiative – Exemplary Operations

### Best practice initiative or activity

From package pickup to final delivery, **FedEx Express India** delivers on its customer promise of **fast, overnight, and reliable delivery**

To make every FedEx experience outstanding, we have a **dedicated team of 6000 members, operate 22 weekly flights** and have over **1000 vehicles** that connect cities across the country

Our **three International gateways** (Mumbai, Delhi, and Bengaluru) serve our all-cargo flights, through which customers can reach over **19,000 pin codes across the country**, and services that effectively covers **90%** the country's manufacturing GDP

### Business impact created

FedEx Express **constantly enhances operational services** to exceed customers' expectations:

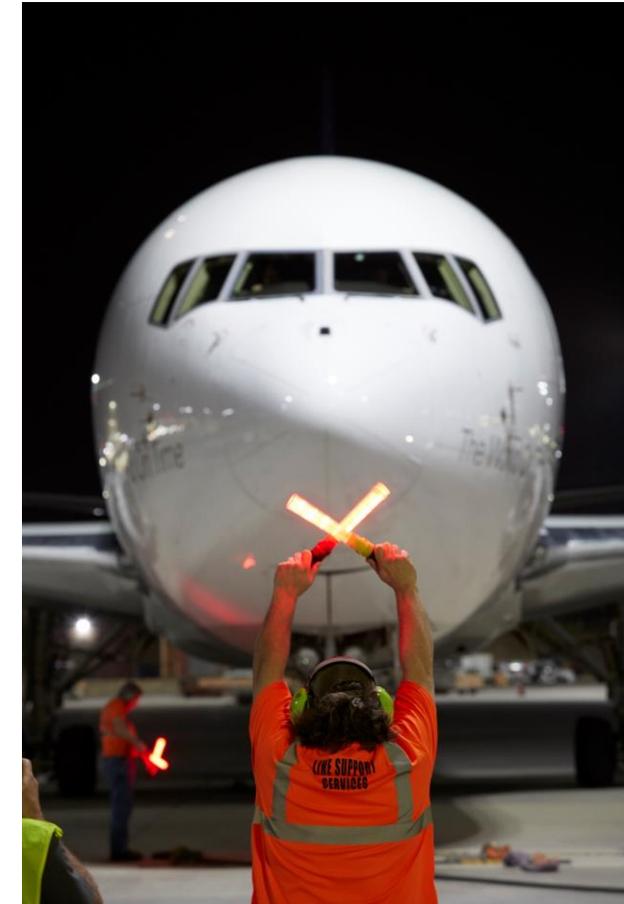
- We monitor and **implement stringent control for On-Time Performance (OTP)**, with efficient fleet management
- To ensure **100% load factor for export cargo**, we optimized our air fleet capacity by preparing dense units
- Being the world leader in shipping of Dangerous Goods, the **introduction of SMARTDG** has helped eliminate manual checklists and their storage with an automated system
- **'Safety Above All' is at the heart of our Operations.** Few measures we adopt:
  - Primary – Secondary – Tertiary checks conducted on all key handover and reconciliation processes
  - To ensure accuracy of the ULD weight, FedEx self-performing weighing scale inspection is undertaken daily
  - Pre-flight Ground Support Equipment (GSE) inspection is conducted

While operations were restricted due to the lockdown, **FedEx Express continued to deliver essential goods across the country.** Adjusting our air and ground networks to maximize capacity, to keep commerce and aid moving

FedEx moved **hundreds of tonnes of medical supplies and aid into the country** through three chartered flights

We **worked closely with the authorities** to obtain movement permits **to deliver essential and non-COVID related items** for our customers in India

To **protect team members and customers** we imparted regular information and education on **COVID-19 preventive actions**, including changes or impact to services due to regulatory orders



## Best Practice/initiative – Seamless Customer Support

### Best practice initiative or activity

With a focus on seamless customer service, FedEx Express **introduced new services** and **worked around challenges** during the pandemic to provide **impactful, differentiated and tailored** customer service experiences

### Business impact created

**A specialized desk** was formed to ensure the swift **movement of all essential commodities**

**Example:** A customer wanted to ship medicines to her parents in Singapore but was worried that it wouldn't reach them in time due to lockdown restrictions. Sensing the urgency, the FedEx Express team members arranged for the shipment to be seamlessly picked up and delivered to the customer's parents in Singapore within five days

**Oxygen Concentrator desk** was formed during the second wave. **Close to 6,000 packages were managed** through this desk and **were treated with utmost priority**. The team engaged with cross functional teams to help expedite the movement and final delivery

**The India Vaccine Control Tower (VCT)** is spearheaded by a team of highly experienced and trained members to manage the extremely complex operations of vaccine transportation, **ensuring reliable and time-definite delivery**

With the goal to deliver seamless and differentiated customer service, FedEx Express devised new services in FY20 – 21:

**Launched customer onboarding program:** Customers were proactively supported by a dedicated team member that guided them through their first shipping experience. **The program received an overwhelming response with 92% customer satisfaction rate in FY21**

**Introduced differentiated services for customers:** To cater to customer's specific requirements, Customer Care was segmented to Premier Customer Care (catering to Strategic and Enterprise Global customers), Dedicated Customer Care (National customers and certain Field Sales customers) and Customer Care (Field and Inside Sales customers and non-account holders) – ensuring **tailored services by CS specialists and a better customer service outcome**



## Best Practice/initiative – Technology Disruption

### Best practice initiative or activity

The pandemic expedited the implementation of **newer technologies and enabled digital transformation** at FedEx Express, with high levels of automation

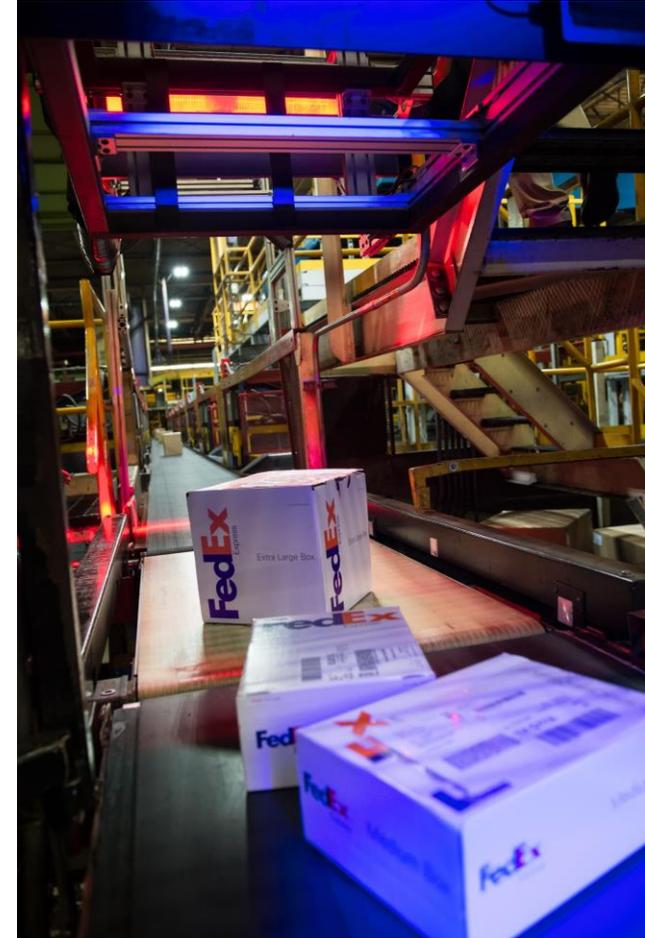
### Business impact created

A new hosted contact center solution for customer service was implemented to support work from home, **ensuring uninterrupted support to customers**

Stations, hub, and clearance operations were enabled with data analytics tools, and dashboards **to improve processes as well as productivity**

Robotic Process Automation (RPA) helped boost efficiency of business processes and streamlined services, **resulting in higher customer satisfaction**

GPS (Global Positioning System), TMS (Transport Management System) and Fleet Management System (FMS) integrated solutions were implemented **to ensure real-time visibility and monitoring of vehicle network and their performance**





**THANK YOU!**