



सत्यमेव जयते

Ministry of Commerce & Industry
Government of India



National Logistics Excellence Award 2021



**Gati-Kintetsu Express Private
Limited (Gati-KWE)**

**Category:
Best Express Logistics Service
Provider**

Rank : 2nd Runner Up

Summary of Best Practices across excellence themes

Operational Excellence	Sustainable practices	Certifications & compliance	Employee Dvlpmnt & welfare	Customer services	Technology and Innovation
<ul style="list-style-type: none"> • Reach with Allcargo: Capabilities to transport cargo across more than 19,800 PIN Codes in India and to and from 180 countries. • Truly integrated: Expertise in ocean side and landside logistics. • Innovation in part truck-load challenges management. • Knowledge of the customers’ business. • Joint sales calls by sales and operations teams. • 5S standards – Integration of Sort, Set in order, Shine, Standardize and Sustain. • Corrective And Preventive Actions (CAPAs) at each stage. • Initiatives undertaken to ensure adherence to globally accepted quality standards. 	<ul style="list-style-type: none"> • Solar power plant of 150 KW at STC in Ambala to cover 96% of energy consumption there and enable per unit savings of 36%. • Electricity generation at Farukh Nagar STC. • Reduce print-outs through digital tools. • Stickers to reduce consumption and save water, power, paper. • Use of solar panels, LED lights, lights with motion-sensors. • Rainwater harvesting. • Paver blocks for water percolation. • No resource discarded until fully utilized. • Tyres, waste oil, etc. disposed to authorized recyclers. • Sewage Treatment Plants (STP) to treat sewage from facilities and use treated water for various purposes. 	<ul style="list-style-type: none"> • Internal SQS Audits • Internal Audits • Annual ISO Certification • Developing the talent pool of people as internal auditors • Contracts with all suppliers who are compliant with all regulatory requirements • POSH Committee • Zonal Governance Councils and Central Governance Councils for deviations in process and fraudulence • Disciplinary Matrix 	<ul style="list-style-type: none"> • Aligned to common goals and objectives through Vision, Mission and Values. • Free and fair growth opportunities. • L&D programmes to enhance human capital and bridge skill and knowledge gaps. • Enhance inclusivity and diversity. • Stringent safety measures and protocols. • Over 90% staff members vaccinated. • Awareness and training on COVID-19 safety, fire safety, operations. • Virtual interactions and engagement activities. • Medical consultation, counselling, details on hospital, oxygen and quarantine facilities. • Gati Niwas – shelter for 3000 people. • CSR and COVID-19 relief activities. 	<ul style="list-style-type: none"> • Focus on customer centricity with a C-Sat score of 8.03%. • Powering India’s entrepreneurial ambitions with franchisee network. • Safe, timely deliveries and end-to-end multi-modal transportation. • Air freight solutions to enable deliveries within 24 to 48 hours. • Last mile directly from the CFS to the desired destination. • Transporting oxygen cylinders to support state governments’ COVID-19 relief effort. • State-of-the-art infrastructure and technology, solutions and expertise for different industry and business sectors, optimal routing schedules, end-to-end visibility and tracking. 	<ul style="list-style-type: none"> • WhatsApp chatbot, Genie, offering PIN code serviceability check, rate and transit time calculator, track and trace, pickup registration and more. • Digital payment modes for swift transactions, reduced risk with cashless transactions and creating first mover advantage in this space. • Automation for assignment of pick-up requests registered through digital platforms. • Upgrades to website and CRM portal. • Call management software for call centre. • Enterprise-wide software system that connects verticals and allows for logical information flow.

Best Practice/initiative – I

Ensuring the highest levels of quality

Best practice initiative or activity

Implementation of operational excellence principles and best practices

- Integration of the 5S standards namely – Sort, Set in order, Shine, Standardize and Sustain
- Corrective And Preventive Actions (CAPAs) and Right 1st Time – practices.

Business impact created

- **Customer Kaizen Project (Container Berth)** has led to significant reduction in damages
- By fixing horizontal berths of 6 feet by 4 feet each at one side wall of the container, vertical load on the bottom-most packages can be avoided to ensure safe transit. Odd-sized shipments (ex. bikes) can be stored underneath and box-shaped shipments can be stacked above the berth safely.
- **Innovation** carried out because there is **no standardization** as of now
- Optimization and streamlining of operations leading to **zero defects**
- Time and cost savings for the organization and customer
- Higher customer satisfaction (as seen in the testimonials)

Transformation potential and scalability

Implementation of operational excellence creates a **culture of adherence to highest standards of excellence** and translates into optimization of resources, reduction of wastages, sustainable practices and profitable efficiencies for the organization, customers, business supply chains and industry.



Best Practice/initiative – II

Exceptional expertise driving customer centricity

Best practice initiative or activity

Capability, expertise and preparedness to deliver excellence even during COVID-19

- Leverage the **strength of the nationwide network** and help transport essential goods and products
- Implement best practices, constant training and regular customer connect to minimize disruption

Business impact created

- Kept customers' cargo moving despite **challenges and COVID-19 restrictions**
- **Multimodal capabilities** and extensive network allows for strategic route planning
- Network of **1800 business service partners, 370 franchisee managed locations, associations with over 100 start-ups** fuels entrepreneurship and enhances India's socio-economic fabric
- Integrated technology enables **smooth plug-ins for first mile and last mile** operators
- Following best practices helps anticipate and eliminate problems and deviations in advance
- Teams' preparedness helps improve efficiency and offer better visibility with accurate, real-time updates
- Our expertise supported COVID-relief efforts of various state governments

Transformation potential and scalability

Building expertise and capabilities aligned to customer centricity has the potential to **build resilience into domestic and global business supply chains and help make them agile and flexible**, so as to deliver on increasing customer and business expectations especially in the constantly evolving new normal.

750 oxygen concentrators distributed across the country for *Save the Children Foundation*.



6,000 OXYGEN CYLINDERS
SHIPPED FROM CHINA TO DELHI NCR.



Best Practice/initiative – III

Relentless commitment to safety at every level

Best practice initiative or activity

Maintaining health and safety for employees, customers and all stakeholders

- Constant awareness and training for operational and COVID-19 safety protocols to be maintained
- **Support national and government safety initiatives** with engaging activities, knowledge sharing

Business impact created

- Build a culture of **delivering excellence while maintaining stringent safety** levels
- Building a team of **'Safety Marshals'** to champion safety across the organization
- A **'Quick Response Team'** for swift, informed decision-making during drills and evacuations
- Active participation in National Road Safety Week, Fire Safety Week, Electrical Safety Week
- Regular audits and operational maintenance to ensure **personal safety, cargo safety, road safety, property safety, fire safety, etc.**
- Recognition of team members' commitment to safety
- Vaccination (**over 90% staff members**), sanitization, social distancing for stakeholder safety

Transformation potential and scalability

Transporting goods and products across the length and breadth of the country with the highest standards of safety and quality helps **build customers' reliability and trust**. Additionally, extending this to vendors, partners and associates **enhances quality and excellence** across the logistics ecosystem.



Best Practice/initiative – IV

Care for environment and society

Best practice initiative or activity

Maintaining compliance with stringent ESG standards and contributing to social welfare

- Focus on **green logistics** and integrating sustainability in activities across office locations and facilities
- Conducting inclusive **CSR and COVID-relief** activities to help vulnerable sections of society

Business impact created

- Use of solar panels at Ambala STC covering close to **96%** of energy consumption there and enable per unit savings of nearly **35%**
- Total Solar Units Generated/Year: **379,848** leading to carbon dioxide reduction of **2.77 lakh MTs***
- Use of **alternative-fuel** vehicles and introducing **electric** vehicles for customer-demanded projects
- Conversion for **Wooden and Plastic to Steel Pallets**
- Rain-water harvesting and waste-water management systems
- Using eco-friendly document jackets and recycling seals of de-stuffed containers
- Food distribution, support to vulnerable communities, **sheltered over 3000 people at Gati Niwas**

Transformation potential and scalability

Commitment to the environment and responsibility towards contributing to improve the life of vulnerable populations is the only way to **ensure sustainable growth and progress without losing sight of our core purpose**. In doing so we can add far greater value to the industry, country and world at large.



*0.73 MTs of carbon dioxide reduction occurs per KW of thermal power replacement

<Cross-category best practices and impact>

This additional slide is only for applicants who have been shortlisted for both category and cross-category awards

*Space for
illustrations/infographics/ images*