



सत्यमेव जयते

Ministry of Commerce & Industry
Government of India

National Logistics Excellence Award 2021



**INDIA
LOGISTICS**

**DHL Supply Chain India Pvt
Ltd**

**Category: Best Road Freight
Service Provider**

Rank : Winner

Summary of Best Practices across excellence themes

Operational Excellence	Sustainable practices	Certifications & compliance	Employee Dvlpmnt & welfare	Customer services	Technology and Innovation
<p>Our scalable framework of tools, techniques and training creates room for World-class operations excellence</p> <ul style="list-style-type: none"> • Deliver: Top-class project execution • Assure: Health, safety, security and quality in our operations • Continuously improve: Efficiency, operational focus and simplicity • Innovate: To get our business ready for the future 	<p>Path Towards Zero Emission:</p> <p>Burn Less:</p> <p>a) Focus on fuel saving techniques like aerodynamics, regular upkeep, and telematics</p> <p>b) Current fleet comprises of 80+ CNG vehicles for last mile delivery across India</p> <p>Burn Clean:</p> <p>a) Focus on vehicles running on alternate energy sources</p> <p>b) Inducting electric vehicles – 2,3 and 4 wheelers for local last mile delivery</p> <p>Green Freight Asia (GFA) Leaf Certified</p>	<p>Compliance Management System (CMS): contains best practices from recognized organizations and government agencies, ensuring Compliance at every touchpoint</p> <p>Certifications:</p> <ul style="list-style-type: none"> • ISO 14001: 2015 for Environmental Management System • OHSAS 18001: 2007 for Safety Management System • ISO 9001:2015 for Quality Management System • ISO 13485: 2016 for Quality Management System 	<p>Great Places to Work (GPTW) Award for the fifth year running.</p> <p>Employee Development:</p> <p>a) Certified Supply Chain Specialist (CSCS) foundation module, for every single employee</p> <p>b) Skill building sessions through SkillUp, Supervisors academy and Defensive Driver Trainings</p> <p>Employee Welfare:</p> <ul style="list-style-type: none"> • Upstairs is our unique initiative to support the education of employees' children. • Celebrating compliance road shows, safety weeks, round - table meets 	<p>Creating 'insanely' customer-centric culture</p> <p>Focus Areas:</p> <ul style="list-style-type: none"> • Getting the basics right • Getting the right people in place: • Understanding our Customers needs • Contribute our expertise <p>Customer Experience CXM (Customer Experience Management) is measured via a quarterly survey, to capture customer experience relating to the services we provide.</p> <p><i>A) 'Best Partner CX Logistics' Award from 'Lenovo' for FY 20-21</i></p> <p><i>B) SPIRIT of PARTERSHIP AWARD by (Jubilant FoodWorks Limited)</i></p>	<p>Technology & Innovation led Transportation</p> <p>Technology:</p> <ul style="list-style-type: none"> • IOT ENABLED FLEET • CONNECTED IT – TRANSPORT • MY SUPPLYCHAIN • CONNECTED CONTROL TOWER <p>Innovation:</p> <ul style="list-style-type: none"> • Double Deck: Increased carrying capacity • Castor wheels: Product movement inside container • Tail lift: Vertical movement • Caster wheel floor: To move pallets

Best Practice/initiative – I

Best practice initiative or activity

Transport Safety: Defensive driving training

Defensive Driving Training teaches a driver safe driving strategies to be able to perceive hazards and act in safe manner. These teachings often go well beyond basic traffic laws and procedures.

Business impact created

These trainings have resulted in:

- Safe Journey
- Safe Driver
- Safe Vehicle
- Safe Organization

20% Reduction in Accidents in 2021 YTD | This has helped in Reduced Insurance | Also improved Driver Behavior

Transformation potential and scalability

Safety first culture is a part of our organization's DNA. As one of the country's biggest fleet operator, our first priority is to make the roads safer for our employees, customers and the local communities we work in. Our standardized and digitalized transport operations approach can be used/extended to overall transport industry for the larger benefit of the society.



Best Practice/initiative – II

Best practice initiative or activity

Connected Control Tower Systems: Acting as a nerve system of our entire transport operation. Providing Control & Visibility

Business impact created

Helps in Planning:

- Network design
- Routing & scheduling
- Vehicle design as per load optimization

Helps in Ops Improvement

- Performance mgmt.
- Fatigue management
- Transportation optimization

Helps in Customer Service:

- 24/7 customer service via Toll free no.
- Central order processing
- Centralized billing
- POD verification

- Seamless implementation of projects using proven project management methodologies
- Reduction in standard and expedite transport spend
- Visibility of shipments at part level

Transformation potential and scalability

- Tempatalised approach can be adopted by other players to bring visibility in operations
- This central hub can offer end-to-end supply chain visibility and real-time analytics to manage logistics performance and control cost



Best Practice/initiative – III

Best practice initiative or activity

Sustainability: DHL's Global GoGreen Standards for New Vehicles:
Path towards Zero Emissions

Business impact created

Freight-transport-related CO2 emissions are expected to double by 2050, as demand is anticipated to triple in this period: the sector therefore plays a vital role in preventing global average temperature from rising further:

To decarbonize any given transport mode, there are two main levers: to burn less or to burn clean. Burning less means using less fuel for the same transport work, while burning clean involves increasing the share of clean, carbon-neutral transport movements in the network.

- Burn Less: With use of Telematics, Aerodynamics, Efficient trailers, Eco Tyres & Solar for trucks and trailers
- Burn Clean: Use of CNG, LNG & Electric Vehicles

GFA Accreditation - Continuous Improvement | Gunning for Second leaf.

Transformation potential and scalability

To turn the fuels of the future into the fuels of today, we need to increase the demand for sustainable fuels so that cost will come down. Most importantly, we need to team up and collaborate across the industry and across sectors. Let's move from commitment to action.



Thank You

