



सत्यमेव जयते

Ministry of Commerce & Industry
Government of India



National Logistics Excellence Award 2021



Inland World Logistics

Category:

**Best Road Freight Service
Provider**

Rank : 2nd Runner Up

Summary of Best Practices across excellence themes

| Operational Excellence | Sustainable practices | Certification & compliances | Employee Dvlpmnt & Welfare | Customer services | Technology and Innovation |
|--|--|--|--|--|--|
| <ol style="list-style-type: none"> Process driven operation, where SOP are linked with FMS and PMS, which is visible on the weekly Dashboards Multi modal service partner offering complete solution of movements from 30 kgs to 300 MT Trivia Facts: We handle more than 35 lacs MT, 15 lac dockets with a topline of Rs 1200 Cr Provide a complete solutions for project and ODC, ensuring necessary route survey and suitable recommendations We are servicing more than 161,000 customer | <ol style="list-style-type: none"> Utilisation of electric vehicles for first and last mile operations Aligned with the digital India initiative of the Govt, where the usage of paper is being eliminated Optimization in electricity usage and target and monitoring electricity usage regular intervals Pro-Active Own Fleet Maintenance, Zero accidents Tree Plantation Increased Solar Usage and Continuous reduction in use of fossil fuels Setup of Trauma Care Centre | <ol style="list-style-type: none"> Registered under Carriage by Road Act 2007 and were the first to obtain this certification @ RTO at Andheri Mumbai We are certified ISO- 9001 for Quality, ISO - 14001 for Environment and ISO - 45001 for OHS “Safety is First”, Safety Officers ensure compliance of Fire Safety Equipment’s Weight & Measurements Certification Regular Trainings & Mock Drills for Fire and safety to Internal Employees and Drivers. | <ol style="list-style-type: none"> Continuous training being provided through internal and external faculty with a calendarised schedule. Training is well integrated with the Organizational strategic planning and goal Training Results are linked with PMS and Employee growth Continuous improvement in training methods and materials which has got strengthened with virtual process We are an equal opportunity employer Road Safety Awareness and Driver Training for Safety campaigns CSR activities , voluntarily contributing Swatchatha Abhyayan, Blood Donation. Directors are equally attending workshops | <ol style="list-style-type: none"> End to End service Provider. Key Account Manager for Customer Digital Transformation of Data across Platforms seamlessly with customers systems Tracking Data, Financial Invoices, ePOD and Inventory Management Essentials services has been enabled during National Lockdown and Covid 19 efforts recognized by ISRO, Glenmark, Maersk, Jubilant and Sterlite Customer associated with us more than 3 decades | <ol style="list-style-type: none"> Our ERP has been designed to integrate seamlessly with ERP of customers, ensuring smooth data transmission Control Tower for fleet as well as other operation needs We continuously enhance and upgrade the IT system to be able to adapt with any Industry best practices in an agile manner Digital Payments to all stakeholders to go for Cashless and Paperless Training and Development towards day to day tech changes and security enhancement to serve operations seamlessly. IOT enabled Technology with Fleet Management, Tracking and Monitoring. Dashboard , Mobile Apps , PMS and Time Management |

Best Practice/initiative – I : Operational Excellence

Best practice initiative or activity

- Process Driven Operations and each process, practice having SOP and linked with FMS are counts Team Performance Shown in Dashboards Weekly
- ODC & Project Operations Has Survey, Analysis and Recommendations and Own Fleet capabilities.
- **BEGIN A SERVICE INDUSTRY, OUR PRODUCT IS PEOPLE, OUR GROWTH PRIORITIES PEOPLE / PROCESSES / PROFITS**

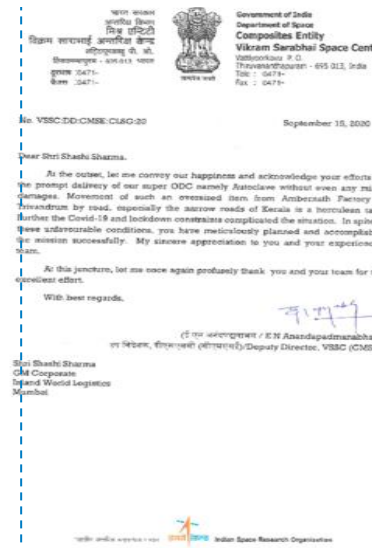
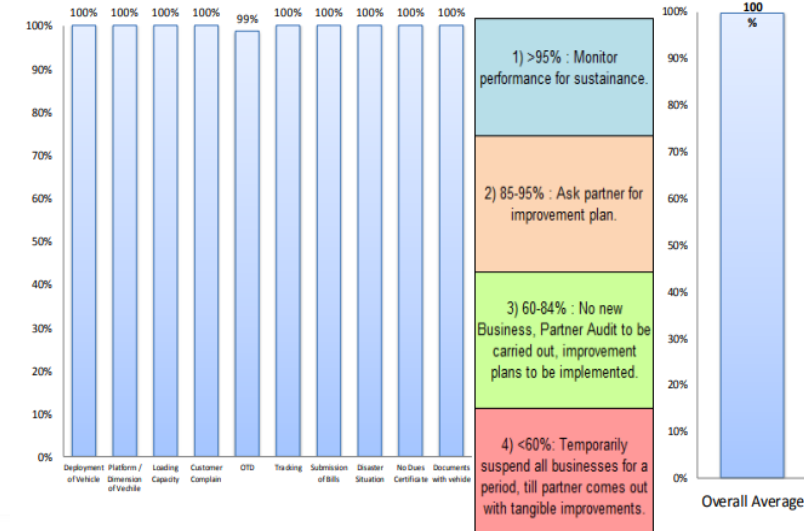
Business impact created

- Consistent growth in customers base and Topline.
- Pre Defined Process helps the team continue efficiency Improvement
- We Feel proud to successfully delivery of Super ODC cargo @ISRO during covid-19.
- We are the winner of CII Road Transport Award 2020 & Most Trusted Logistics Co Award 2019, Safety ODC award graced by Shri Nitin Ghadkari are the few outcomes

Transformation potential and scalability

- The Process enabled us to achieve zero error and improve service Level
- Further Strengthen the Operations in North East States
- Multimodal connectivity synchronize cost optimization

Average Rating - Aug 21



Best Practice/initiative – II : Employee Development & Welfare

Best practice initiative or activity

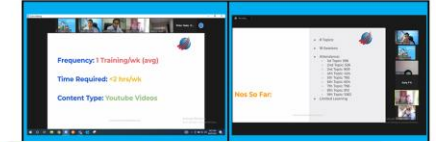
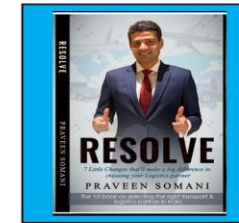
- Continues Training to team by Internal and External Faculty Adheres by the calendar.
- Training is well integrated with the strategic planning and goal Training
- We are an equal opportunity employer
- Road Safety Awareness and Driver Training for Safety campaigns
- CSR activities , voluntarily contributing Swatchatha Abhyayan, Blood Donation

Business impact created

- Skilled Manpower to operate business
- Weekly planning and Goals giving best Customer Service.
- PMS linked with Carrier Growth and Promotions
- Equal Opportunity gives Provides a Vast Pool of Talents and Organizational
- Road Safety awareness campaigns are reduced accidents , responsible driving and Sustainable Supply Chain

Transformation potential and scalability

- Continues Training & Skill Development
- Retention in Manpower last 3 decades
- Social responsibility towards society
- Improve Drivers Wellbeing and Health
- Road Safety initiatives



Director Anu Somani



Best Practice/initiative – III : Customer Services

Best practice initiative or activity

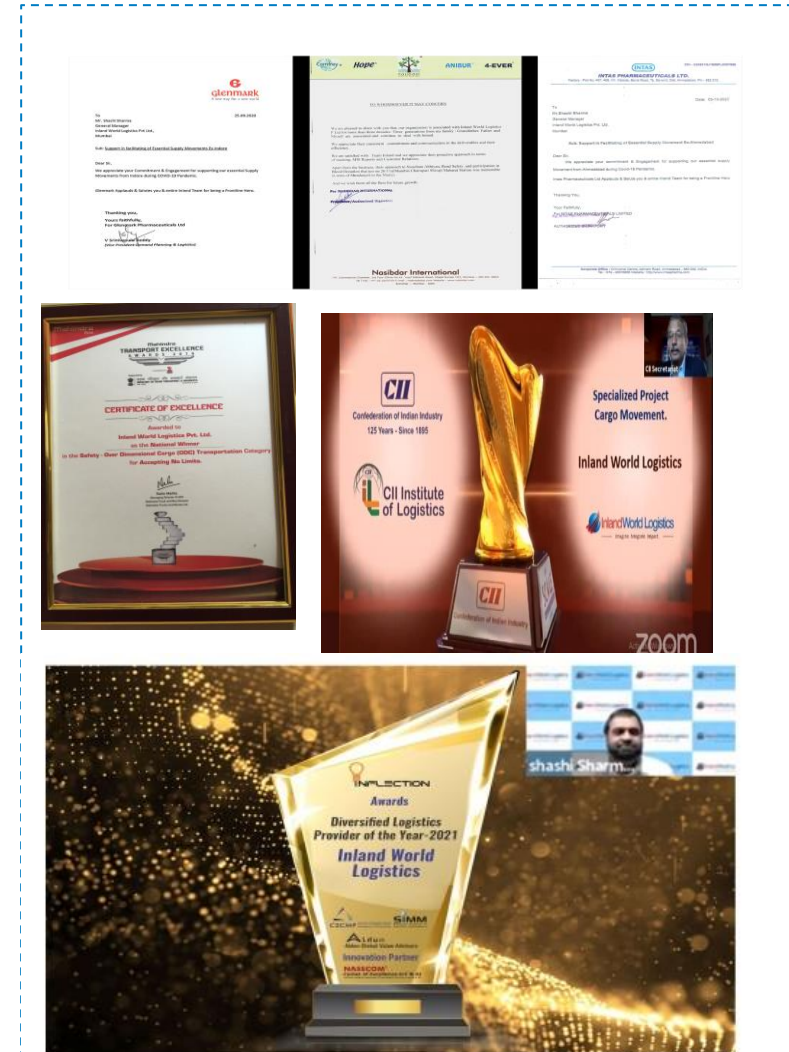
- End to End service Provider and Key Account Manager for Customer
- Digital Transformation of Data across Platforms seamlessly with customers systems Tracking Data, Financial Invoices, ePOD and Inventory Management
- Essentials services has been enabled during National Lockdown and Covid 19 efforts recognized by ISRO, Glenmark, Maersk, Jubilant and Sterlite

Business impact created

- Customer having one point of contact for all services and VAS
- Customer Process streamlined and improve payment process by digitalization and ePOD
- Visibility of Data Movement and better Inventory Management.
- Seamlessly End to end operation during covid pandemic with the help of Mobile apps
- Received appreciations from Industry Leaders from different sectors and ISRO

Transformation potential and scalability

- KAM is maintaining relationship and managing customer happy to increase business growth.
- Skilled manpower and Digital adaptability is increasing efficacy and Potential growth in business as well as service.
- Extended Integration Services with Customer ERP to reduce work delicacy



Best Practice/initiative – IV : Technology and Innovation

Best practice initiative or activity

- Mobile Apps & API Integration with Customer ERP.
- Dashboards and PMS Integration.
- IOT and Control Tower , Bank Integration.
- Adapting Industrial Standard Processes and Agile Methodologies.
- Fleet Management Implementation and GSP Integration.

Business impact created

- Realtime Information Visibility to all stakeholders.
- Operational Efficiency Improvement.
- Improved Fleet Utilization and cost Optimized.
- Dashboards and KPI Visibility
- Continues improvement in ERP performance and errors.

Optimized Transformation potential and scalability

- Use of Driver Eye tracking device to evaluate drivers behavior.
- Strengthen Control Tower for Operational efficiency Optimization.
- Adapting AI and ML in Data analysis in Route Optimization and Vehicle Utilization.

Dashboard

InlandWorld Logistics
Imagine. Integrate. Impact.

Technology & Innovation

- Dashboard Implemented for All Team members Role wise.
- KRAs – All work should be done , all work should be done on time. No work should be delayed

| KRA | KPI | Benchmark | Weekly Planned Entry | [20/10/2023 - 26/10/2023] | | | [27/10/2023 - 03/11/2023] | | | [04/11/2023 - 10/11/2023] | | | | | |
|--|---------------------------------|-----------|----------------------|---------------------------|--------------|----------|---------------------------|--------------|----------|---------------------------|--------------|----------|-----|-----|---|
| | | | | Planned Score | Actual Score | Actual % | Planned Score | Actual Score | Actual % | Planned Score | Actual Score | Actual % | | | |
| All work should be done | % work not done | 100 | Enter value | 112 | 100 | 111 | 0 | 89 | 12 | 49 | 0 | 85 | 11 | 47 | 0 |
| All work should be done on time | % work not done on time | 100 | Enter value | 100 | 100 | 100 | 0 | 12 | 9 | 0 | 0 | 11 | 6 | 45 | 0 |
| No work should be delayed | % delay in work done | 100 | Enter value | 240 | 240 | 100 | 0 | 181 | 276 | 140 | 0 | 200 | 213 | 100 | 0 |
| All work should be done As per Standard | % work not done as per standard | 100 | Enter value | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Time Management Performance Report (Hours) | % work not done as norms | 100 | Enter value | 0 | 18.05 | 100 | 0 | 18 | 4.02 | 78 | 0 | 0 | 0 | 0 | 0 |

Operational Performance Report

| Category | Sub-Category | Target | Actual | Score | Planned | Actual | Score | Planned | Actual | Score |
|-----------------|-------------------------------------|--------|--------|-------|---------|--------|-------|---------|--------|-------|
| 1. Booking | Booking Dispatch (70%) | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 |
| | Booking Tracking (70%) | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 |
| 2. Billing | Billing Submission (Outgoing) (70%) | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 |
| | Billing Submission (Incoming) (70%) | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 |
| 3. System Entry | System Entry (70%) | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 |
| | System Entry (70%) | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 |

Operational Performance Report (Map)

Operational Performance Report (Bar Chart)

Operational Performance Report (Line Chart)

Operational Performance Report (Pie Chart)

Operational Performance Report (Map)

Operational Performance Report (Bar Chart)

Operational Performance Report (Line Chart)

Operational Performance Report (Pie Chart)