Implementing Quality and Performance for a Logistics Company

Optimizing Load Confirmation Statements

Data from load confirmation statements are entered into an internal database in order to verify and record that the quantities and products for a particular shipment have been delivered successfully.

Identifying the Challenge: Increasing Efficiency

The challenge this leading logistics company was facing included the need to maintain high quality of accuracy while entering data in real time for an increasing volume of load confirmations. As they continued to grow, so did their need for a flexible team to help manage these redundant and time-consuming tasks.

Each statement required multiple fields of data that needed to be extracted such as order numbers, zones, locations of pickup, fuel costs, and contact information. Their current process was slow, time consuming, and created more expenses than revenue when handling this process in-house. The company recognized that this process was now beyond their capabilities and required a timely solution.

Key Benefits

- **Quick Turnaround**

- **Scalability**

- **30% Cost Reduction**

Challenges of Data Entry

- **Errors in data**

⇒ **Inaccuracy and poor attention to detail greatly diminishes quality. These can become quite costly to fix.**

- **Slow Turnaround**

⇒ **Employees are not specifically trained—with loose commitment, data entry tasks are carried over to the next day.**

Implementing Efficiency Through ARDEM's Solution

ARDEM quickly acknowledged these challenges and developed a scalable solution that deployed a team to efficiently assure that all load confirmation statements were processed within minutes of the original receipt.

The goal was to complete an average of 100 load confirmation statements within a single business day. The team would be adjusted accordingly to ensure that short cycle times were met in case of any fluctuation in volume.

Load confirmation statements received along with any other additional documentation were recorded to track the progress and processing cycle until delivery ensuring speed and accuracy. ARDEM also utilized a combination of network security and physical security to guarantee data was handled with the highest levels of security.

By implementing a quality conscious process, ARDEM was able to greatly increase productivity while allowing the logistics company to keep a lean team to focus on core competencies and further business growth.

Operational costs were reduced by 30% and cycle time was increased significantly to boost ROI. As a result, the logistics company continues to have a strong, positive relationship with ARDEM due to the responsive customer service, quality of work, and ability to deliver success.

Did you know about 80% of businesses feel positively about their relationship with an outsourcing company?