

Total Management Solution Multi-National Polymer Company

Customer Profile

A major multi-national polymer company required a total management solution for its logistics operation comprising 750,000 tonnes of polymer and chemical intermediates. This included bulk and packed deliveries; 24,000 logistics orders and a budget of over £15 million for multi modal pan-European freight despatched from The Netherlands and the United Kingdom.

The Customer Challenge

The business required an effective partnership to manage its outbound supply chain for finished goods including interfaces with hauliers and third party suppliers to ensure excellent delivery performance and network efficiency. After rate benchmarking new commercial contracts with logistics service providers had to be formalised. The proposed handover involved the transfer of eight employees from the incumbent logistics provider.

Agility's Solution

The rigorous application of a proven supply chain process methodology enabled Agility to map out the logistics network as well as design and implement a new management system. This process-orientated approach facilitated a clear vision of the complete supply chain and a clear understanding of the systems involved. Agility set out to integrate the client's logistics business into Agility under Transfer of Undertakings legislation and to manage the handover transition without any adverse effect on delivery performance and safety.

The polymer company benefited from improved visibility of costs and clearer management information in order to make better supply chain decisions. Agility was able to maintain excellent delivery performance and achieve full integration of SAP and electronic transport systems. Significant value has been added to the multi-national polymer company's business by using Agility's state-of-the-art freight management order processing systems. In addition, Agility has assisted the company by establishing modern, performance-driven carrier contracts across its polymer business.

Agility's ongoing role is to enhance operational procedures, manage and improve carrier performance as well as to look after all aspects of the commercial arrangements to support the optimization of the overall supply chain.



Delivering the Goods

A seamless transfer of order management and processing took place, achieving 99.7% delivery success on time in full. Using superior project management expertise and teamwork, Agility was able to manage the transition competently within a tight timeframe of three months; without a single complaint or missed order. Agility's client now has an integrated logistics management system with greater clarity and better management reporting performance.



Agility's Team of Experts

As a global leader in chemical logistics management and service provision, Agility delivers real value to customers by implementing practical, impartial and most importantly, cost saving solutions. These solutions are created by our team of chemical industry supply chain experts with many years practical knowledge and experience.

With a global presence afforded by Agility's global network of 34,000 people in 120 countries, Agility's chemical specialty business easily meets the requirements of chemical multi-nationals, as well as niche specialty chemical businesses. In mature markets, Agility's solutions are asset light. However, in emerging markets, Agility has the resources, experience and expertise to deliver cost effective, asset-based solutions.

The Service Portfolio Supporting This Case Study

- Implementation of New IT Transport System, Management Reporting & KPIs
- Carrier Management & Booking, Freight Payment Consolidation, Audit & Pay
- Rates & Claims Management Including Complaint Handling
- Customs Integration & HSSE Management
- Supply Chain Appraisal & Inventory Management

Contact Agility Chemicals for Personalized Supply Chain Solutions Expertise

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