

## UK's Largest Delivery & Collection Company

### BACKGROUND

Our client is the UK's largest dedicated home delivery and collection services company were looking to improve its customer service levels across the entire operation of the business. It was also looking to reduce operational costs in order to invest in expansion of the business to meet demand for its service.

### THE ASSIGNMENT

Norman Broadbent was tasked with bringing in an interim logistics and supply chain operational expert. From the outset, there were very clear objectives and deliverables against targets that needed to be achieved within a set period of time, whilst the organisation went through a period of growth. The targets for service delivery verses customer satisfaction had been set very high but were absolutely necessary in order to meet demand and expansion targets, whilst maintaining customer satisfaction. It was also necessary to look at the overall operation of the business including sites and warehousing in order to drive various costs down whilst looking at ways to invest in the growth and expansion of the business.

### THE RESULT

The results were in excess of targets by achieving 98-99% customer satisfaction as well as savings across resource and operational delivery of £600k. A further £4m in costs were saved from an 18 month period of transition and occupancy of a local site. This was all part of a re-evaluation of the operation of sites and warehousing which the interim manager initiated and led from the outset.

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