



“We have always considered Ligentia as an integral part our business. They are a natural extension that has totally adopted our work ethic.”



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Background

We have worked in partnership with a major manufacturer of sheet polythene for over eight years providing a complete logistic solution. The ever increasing oil based raw material costs have made this a challenging business environment.

Ligentia has played a significant role in reducing or containing logistic costs year on year contributing to the competitive edge of the business.

An intimate knowledge of the product and the customer base has allowed Ligentia to consistently provide outstanding levels of service recognised throughout the industry.

Challenge

The primary objective has been to provide a cost effective solution to the logistic function of the business without adverse effect on service levels.

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The second objective was to rapidly build a reputation among customers and competitors alike of a capacity to deliver a service second to none.

Ligentia accepted these challenges from the outset and very quickly delivered on both counts.



Ligentia provided a 4PL logistics team with the skills and commercial awareness to respond in a fast moving competitive sales environment.

Solution

This responsive, 4PL solution was achieved by adopting:

- **Regular review and introduction of working practices to improve efficiencies.**
Reorganisation of warehouse layouts and working procedures to improve turnaround and improve efficiency.
- **Strict control of stock assets.**
Ligentia constantly achieved over 99% accuracy of stock through strict use of Perpetual Inventory management.
- **Rigid control of warehouse and distribution costs.**
All logistic associated costs were routinely 'benchmarked' and suppliers challenged or changed to continually contain operating costs.
- **Monitored standards of individual and team skills.**
The logistics team were regularly assessed and trained ensure the highest standards were maintained.
- **A flexibility to adapt and meet changing customer needs at short notice.**
The operation was constantly under review and as such was able to quickly adapt to the customer changing priorities.
- **Intimate cooperation with the production teams.**
The Ligentia team sought to become a close and trusted element of the production management function of the business, providing seamless communication and control of sales order processing and despatch.

Results

- Accuracy of stock over 99% in real time.
- A service culture of 'can do' at every level of the logistics team.
- Costs controlled and reduced year on year of logistic related services and consumable materials.
- An efficient warehouse operation that is both flexible and cost effective.
- An operation that has a capacity to accept an additional increase in business without the increase in cost.

