

7

Ways the People in Your Third Party Logistics Provider Help to Define Your Business



When you join forces with a third party logistics provider, your staff should come together to create a first-rate team. The relationships that are formed will not only drive your entire supply chain but determine your reputation, your opportunities, your development and your responsiveness.

It should be a top priority to find a provider who not only matches your profile in terms of capabilities and commercials, but also in people and mindset. Here are the 7 top ways that the people in your chosen third party logistics provider will help to define your brand:

1 GUARANTEED ACCESS TO LEADING INDUSTRY EXPERTS



If you're sourcing 3PL services for your organisation it's likely that you're an expert in the industry which you serve. It's likely that you're involved in that industry because you know the ins and out and trade secrets of your sector. But that's exactly it.

You'll want to ensure that whichever suppliers or providers you may choose to engage are the best in their segment. By choosing a third party logistics provider with experienced people at the helm, you're adding another layer to your organisation where expertise directs operations. When you engage a provider you're entering into a

new sector, a new industry, one that has its very own set of experts.

By choosing a 3PL with the right people, the knowledge that they have becomes integrated within your processes and supply chain. Their knowledge becomes your knowledge and having award-winning teams and industry experts is only going to work in your favour.

The people in your 3PL help define your business by being industry experts and providing knowledge and insight into your operations.

2 INNOVATION AND DEVELOPMENT: KNOWLEDGE SHARING PRACTICES

It's possible that your company employs several logisticians – you might even be one of them. Now think of the logisticians in your chosen 3PL, each with their own specialism such as transport planning or warehouse management. And now imagine all the logisticians who are in the companies which form their client base, such as yourself. That's a lot of experienced professionals all aiming for the same efficiencies and all in the same place.

By choosing a 3PL where the people within it are actively seeking to continuously improve,

and whose main priority is to help their clients grow, the people there will already be engaged in knowledge sharing practices. A method that may work wonders for one of your 3PL's clients who has a similar profile to you but in a completely different industry might have an idea that would work well for you too.

The people in your 3PL help define your business by being forward thinking and cross-pollinating ideas to the benefit of everyone.

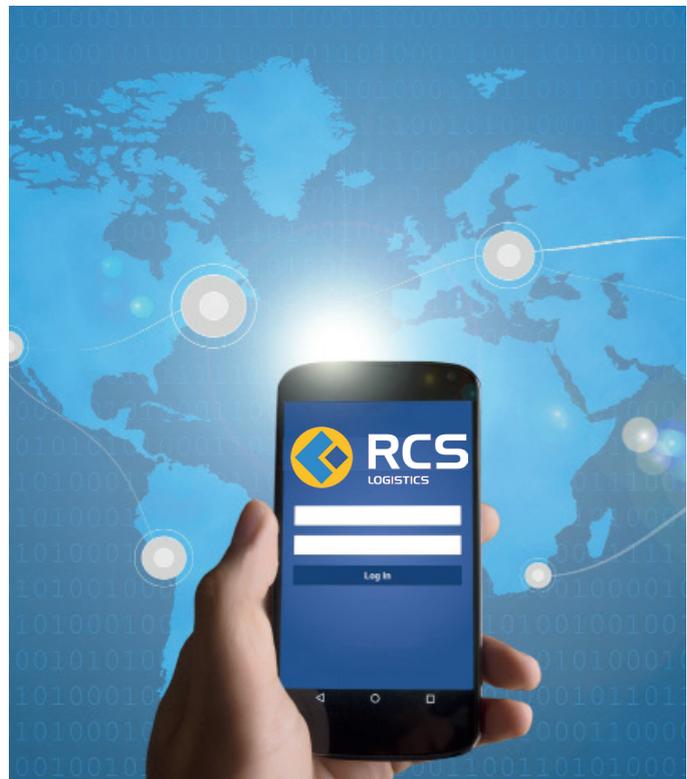
3 CONTACTS: BUILDING A SUSTAINABLE NETWORK

The connection of your organisation with a 3PL builds a network of useful contacts and ideas within its own right.

But think about the possibilities of every individual within that inner circle spreading your message and purpose to all of their own individual networks. And then every individual within each of those networks doing the same. Just think how quickly word could spread.

You never know where your name might end up being mentioned and what opportunities might come from it.

The people in your 3PL help define your business by becoming ambassadors and endorsers of your brand.



4 RESPONSIVENESS: THE ABILITY TO ASSESS, ADAPT AND REACT

Whether or not your 3PL employs reactive and innovative individuals will determine how responsive your supply chain is. It might be that you have a last minute order come in, or your need some samples sent out as soon as possible.

It might even be that something's not gone to plan and you need the issue resolved in an efficient way and want measures taken to ensure that it won't happen again. If the people in your 3PL are quick thinking, they'll be able to meet these needs with creative and innovative solutions.

The people in your 3PL help define your business by their ability to respond and resolve issues in an effective and efficient manner.



5 MUTUAL INVESTMENT

When you engage a third party logistics provider, you're not only investing financially because you believe that they can offer you the most effective solution for your supply chain management, you're also investing your trust.

In exchange for this investment, not only do you need to ensure that your 3PL will do what they said they're

going to do, but that as an organisation, as well as individuals, they'll invest themselves in going to extra mile, as if that product was their own.

Ultimately, if you grow so does your 3PL. You need to choose a provider who buys into the philosophy of mutual investment for mutual gains in the long term.

The people in your 3PL help define your business by investing themselves emotionally in your product and ensuring you receive the best quality service that they can provide.

6 CULTURAL ALIGNMENT AND REPRESENTATION

Choosing a 3PL is a huge responsibility and your communication channels need to be defined from the outset. You want a 3PL which will provide the resources and people to do the job effectively, but also one whose philosophy is 'our people, your team'.

Matching your business culture and ethics with your suppliers is crucial - if you find the

same things important, everything will run a lot smoother without having to explain what you see as a priority because, well, they'll already think so too.

The people in your 3PL help define your business by representing your organisation in supply chain operations in a way that aligns with your organisational culture.



7 QUALITY AND COMMUNICATION: YOUR WINDOW INTO DAY-TO-DAY OPERATIONS

The people in your 3PL will become your eyes and ears for your day-to-day distribution operations. The information that they can feed back to you in the form of reporting and KPIs will become your window and insight into activities.

If the people in your 3PL are unable to do this effectively, as well as communicate and discuss the findings on a regular basis in a constructive manner, your 3PL could hold you back.

The people in your 3PL help define your business by taking responsibility for the quality of your distribution services and through their ability to communicate effectively with you to ensure continuous improvement

When the service offering is matched like for like by another provider, it will be the people at that organisation that help define your supply chain success.

Make sure that you're more than just a number.

To see how you could become part of the RCS Logistics family, call us now on 0845 500 4005 to talk to a member of our team.



RCS
LOGISTICS

RCS Logistics is a leading third party logistics company, head-quartered in Corby in the heart of the Midlands. Our hub location provides excellent transport links throughout the UK mainland and Europe, meaning that we are the ideal 3PL partner for pallet storage, warehousing, logistics and transport.

Whether your consignment is large or small, RCS Logistics affords all its customers the same professional service, operating on a 24-hour, 365-days-a-year basis, we are dedicated to delivering consistently excellent operations, understanding our customer's business' and providing best-fit and bespoke solutions.

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