

NYK Logistics (1)

Mass Retailer Transloading Operation Assessment

Business Challenge

NYK Logistics is a major global logistics provider group consisting of steamship lines, custom house brokers and freight forwarders, intermodal marketing services, trucking and warehousing operations. NYK Logistics was having operational challenges to efficiently and effectively handle increasing volumes from a major retail import customer who imports consumer goods through the Ports of Los Angeles and Long Beach.

How WCL Consulting Helped

WCL Consulting conducted an in-depth operational analysis of the goods movement stakeholders and processes from the Southern California ports through the transloading facility onto outbound rail and over-the-road truckload carriers' equipment.

Operational interfaces analyzed included:

- Marine terminals
- U.S. customs
- Ocean carriers
- Customhouse brokers
- Harbor draymen
- Security personnel
- Yard operations
- Transloading
- Intermodal marketing companies
- Truckload carriers

The analysis included people, processes, and technology which identified numerous action steps to improve the efficient flow of product and information.

NYK Logistics used the WCL Consulting report to identify and implement critical improvements in goods and information movements. The mass retailer's satisfaction level with NYK Logistics improved significantly allowing the partnership to continue and prosper.