



“It has been our pleasure to have GrowEQ as our ISO consultants. They have provided us with excellent advice, and have been instrumental in helping develop our documents and processes. Liz is a thorough professional, and she has worked with our team in a manner that has been both cohesive and consultative. We see GrowEQ as our partners, and will continue to engage with them should opportunities arise.”

Anoop Chadda, Operations Manager

World's largest package delivery company achieves certification for their entire Australian Contract Logistics division with GrowEQ delivering the results



The Customer

UPS Contract Logistics is comprised of a global network of facilities, carriers, technology and experts, providing complete supply chains, from warehousing to shipping. UPS are the world's largest package delivery company and work with industry sectors as diverse as health care, high technology and automotive businesses, and are experienced in every business sector worldwide. In Australia, they have sites in Sydney, Melbourne, Brisbane and Perth.

The Issue

UPS Contract Logistics, Australia wanted certification to *ISO 9001 Quality Management Systems* not only because of demand from major customers, but because of the internal benefits it would bring such as:

- Improving evidence-based decision making
- Increasing accountability across the organisation
- Promoting uniformity in all practices across all warehouses
- Documentation that can be used to train staff
- Identifying and encouraging more efficient and time saving processes
- Highlighting deficiencies and reducing costs
- Creating a continual improvement culture
- More engaged employees
- Fewer returns and customer complaints as an outcome

The Solution

GrowEQ designed a system that was simple, flexible, and recognised the commercial needs of UPS. For example, new measures of performance were developed for warehouse operations which will drive cost savings and customer satisfaction for many years to come.

Now UPS has the management system they needed, and the benefits are arriving for staff, customers and the business as a whole. Moreover, UPS can now uphold their “first time on time” promise, and increased customer satisfaction is the result.