

# Retail



**TBS provides shipping solutions to industrial shippers globally: parcel, dry bulk and logistics services, supported by a fleet of bulk carriers and multipurpose vessels**



## Objectives

Client brought Proudfoot in to assist them in improving the business infrastructure to handle rapid expansion. In particular, the client was suffering from poor planning, increasing costs, low morale and high levels of stress. As well, there was poor system utilization, a lack of compliance to existing systems and procedures and inadequate training. Communication and succession planning were also concerns of the client.



## Tools

- Re-engineered and streamlined the processes in each project department
- Designed and installed new processes in maintenance, dry dock, purchasing, accounts payable, crewing, SQE, class and claims
- Developed and implemented new procedures, metrics and reporting
- Assisted with installation of the NSS software, which encompasses maintenance, purchasing, crewing and SQE, with linking to accounts payable



## Outcomes/ Deliverables

- Improved utilization and compliance of existing maintenance systems on the vessel
- Improved control of the planned maintenance resulting in less unplanned activities
- Increased revenue on trade routes (LatAm, North America, Pacific Eastbound and Westbound)
- Cost avoidance for salaries
- Benefits from rebates
- Improved metrics management by setting goals for each department
- Skill transfer to all levels of organization
- Identified skill issues for sustained growth

# Proudfoot