

Client Case – Logistics sector



Evolution 2013-2016

State owned loss making company developing towards a privately owned player with profitable growth and modal shift mission

Company ID



Cargo rail transport & logistics across Europe



Privatized in 2015;
Private Equity (69%) and
NMBS (31%)



456 m€ sales in 2015



1,900 employees

Projects 2013-2016

Complexity Reduction Program (2013 – 2015)

- Introduction of Voice of Customer
- Visual Performance Management
- Change management in Customer Services

Profit growth (2014 – 2015)

- Modal shift / Collaborative planning project with customer

Services optimization project (2016)

- Asset maintenance service level improvement
- Asset rent-out process design and implementation
- Asset utilization improvement project

Results

- *Increased Customer Satisfaction and Right First Time On Time*
- *Sales Growth on key customer and asset rent-out*