

Client: UTi Worldwide

DCG DELIVERS REDUCED COSTS, SHORTENED DELIVERY TIMES, IMPROVED QUALITY AND MILLIONS IN SAVINGS TO WORLDWIDE OPERATIONS OF UTi, AN INTERNATIONAL FREIGHT FORWARDING COMPANY

Challenges

- UTi needed to reduce costs and shorten delivery times to remain competitive in their industry
- Senior Leadership was slow in implementing the new corporate strategy, Client as One.
- New VP of Quality and CIO sought comprehensive process improvement strategy to engage all levels of leadership as well as front line employees
- UTi sought a consulting firm to implement a train the trainers strategy that could be used on an international level to bring a consistent methodology across the whole company

Signature Solutions

- Dottino Consulting was invited to conduct two half-day workshops at UTi's annual Leadership Conference
- Consensus was reached to implement DCG's proprietary methods - Leadership Frameworks™ and Grass Roots Innovation™ (GRI™) workshops
- Objectives: Bring clarity, alignment and commitment to UTi's Client as One strategy - Leadership Frameworks™ sessions were conducted across North American, European and African operations
- GRI™ Train the Trainer Workshops were conducted regionally by DCG staff
- Eight UTi trainers were certified and licensed to conduct GRI™ workshops, each in designated geographic regions
- A reporting system was implemented to track the benefits of each GRI™ workshop and report to senior leadership

Results

- Year One - GRI™ Workshops with North American workers focused on key processes and delivered \$1 million of annual cost savings
- Year Two - Selected European and African workers attend GRI™ Workshops and delivered an additional \$3 million of annual savings
- Leadership Frameworks™ workshops resulted in clarity and ownership of the Client as One strategy in UTi regions across the world
- Leadership Frameworks™ allowed leaders to identify key processes in need of immediate improvement and to identify frontline employees for GRI™ workshops
- GRI™ methods became embedded in front line employees and became part of everyday operating thinking and action, yielding year over year savings of additional millions
- A new way of doing business became institutionalized that reduced complexity and waste

Minds over Matters™