

A close-up photograph of a human hand, palm facing down, holding a standard incandescent lightbulb. The hand is positioned on the left side of the frame, with the fingers gently gripping the glass. The lightbulb is centered below the hand. The background is plain white. There are decorative vertical lines in the top right and bottom right corners of the page.

CASE STUDY

A leading logistics organization wanted to improve and upgrade the technical, operational and communication skills of their employees.

The focus was towards improved written and verbal communication, faster completion of processes, an enhanced customer experience by timely updates and providing exceptional customer service.



PROBLEMS FACED BY THE ORGANIZATION

Lack of knowledge
and confidence
in the
employees

Discrepancies
in work

Frequent
complaints
from clients

Slow
documentation
process



OUR APPROACH

We conducted a Need Analysis by using a top-down approach

We spoke to the GMs, Managers, Supervisors and the team members

After a detailed discussion, we identified 5 training modules that will cover the areas of concern and enhance the skills as needed

We created an individual growth plan for each of these employees. The mapping was done as follows: Teaching the employees all the identified skills; Refreshers needed and ensuring in a course of time, they perform their work fast.

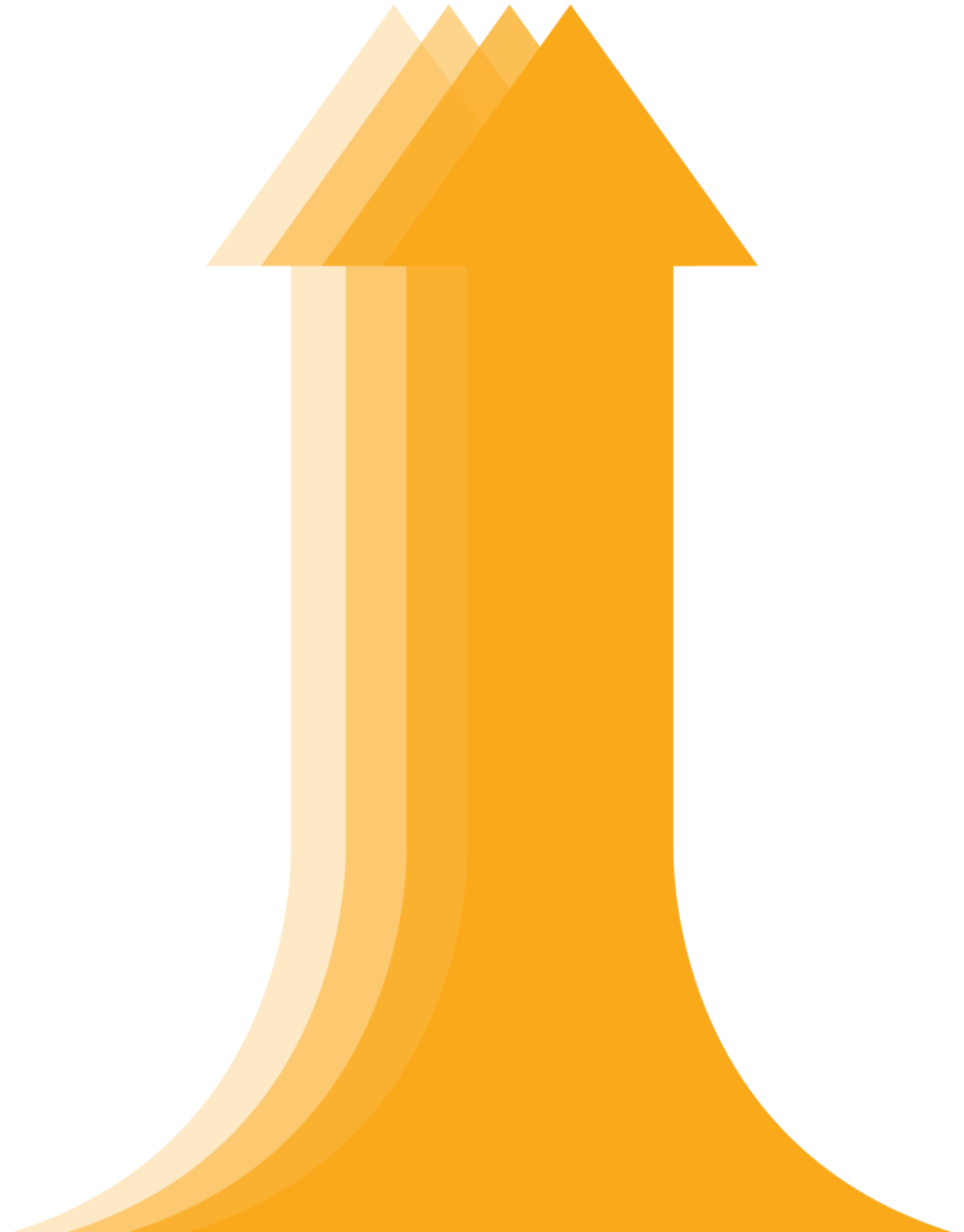
Training has been divided into: Basic, Advanced & Refresher

Calendar for 6 months- 1 year has been created and shared with the Managers.



RESULTS

- 1 Client and participants are satisfied after the training. Participants are more confident in their work
- 2 Supervisors & Managers noticed faster completion of paperwork
- 3 Faster turnaround to complete creating a document
- 4 Quicker and more efficient responses to clients



DASHBOARD

Sl. No.	Training Program	No. of Trainings Conducted	No. of Participants	Ratings from Manager (1 to 5)
1	Email Etiquettes	4	82	★★★★★
2	EXIM Documentation and Procedures	6	108	★★★★☆
3	Air Cargo Claims	4	78	★★★★★
4	Types of ULDs & Aircrafts Aircraft Loadability	5	110	★★★★☆
5	Consultative Sales Training	3	65	★★★★

