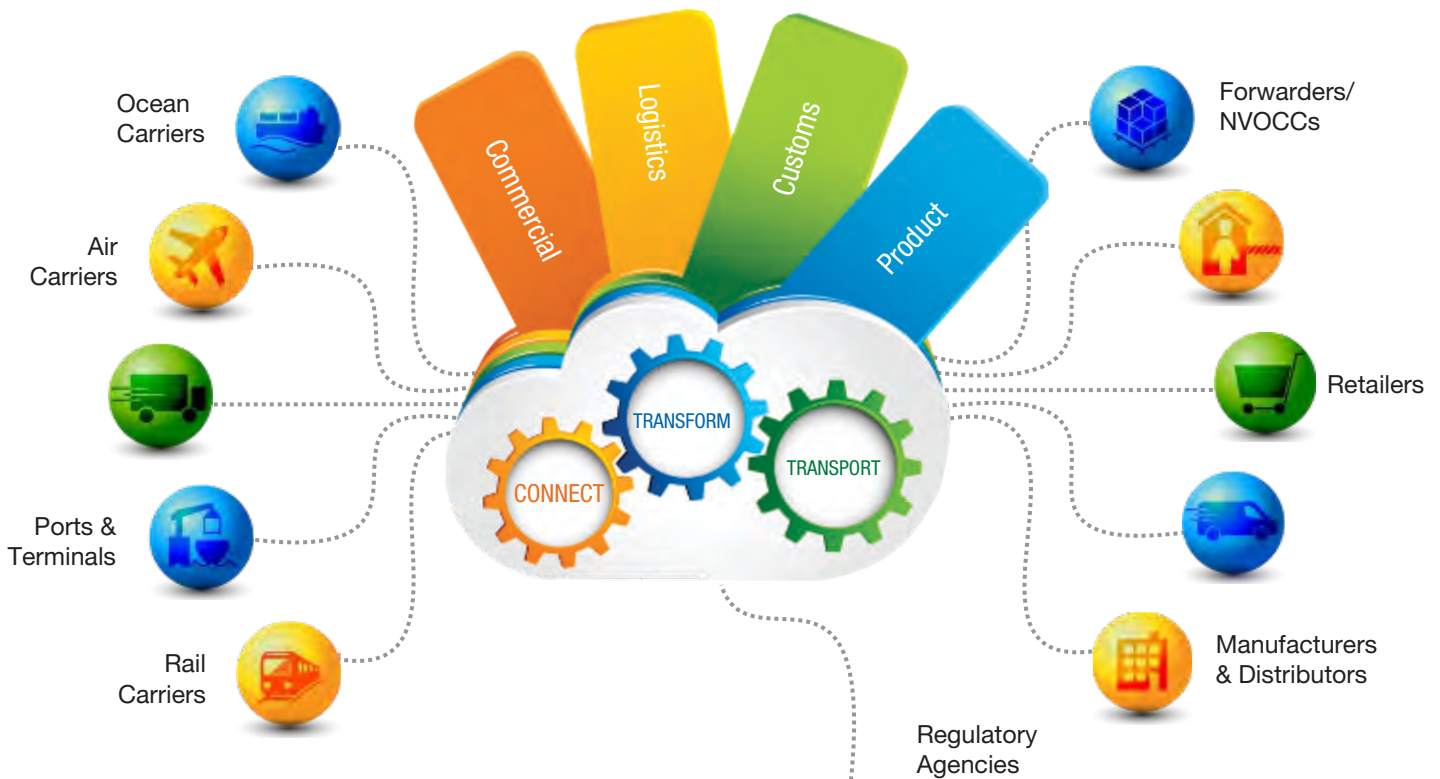


# ENROUTE

VOLUME-XX | ISSUE - 4 | OCTOBER - DECEMBER 2015



**VALUE ADDED SERVICES (VAS) IN LOGISTICS & SCM**

# LOGISTICS SOLUTIONS DRIVEN BY EXCELLENCE



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 **TCI**  
LEADERS IN LOGISTICS  
Transport Corporation of India Limited

# EDITORIAL

## Dear Readers,

This edition of TCI ENROUTE will discuss Value Added Services (VAS) in the Logistics and Supply Chain Industry in India.

It is routine for one to state/ ask “what value you bring?” in any transaction /partnership/discussion, one of the most difficult questions to answer. How do we move from being a “Me too” player to an organization with a USP, adding value in any relationship? So read ahead certain interesting viewpoints in this edition.

TCI has always been a fore runner in fulfilling its social responsibility. Yet another instance has been witnessed few days back where TCI participated as a core committee member to make Haryana a TB Free State where Shri D. P. Agarwal, Hon'ble Chief Minister of Haryana Shri M.L. Khattar & Veteran Actor Shri Amitabh Bachhan were some of the eminent members of the core committee. Do read inside to know the brief about the movement.

Reading case studies was never this easy & convenient! All you need to do is to download the Logistics Focus App. For more details, please do read inside.

One simple question that always crosses our mind is “whom to contact at TCI for various services related to Logistics & SCM needs?” Well, please read ahead to get all your questions answered in one instance.

As usual, internal news spreads coverage from awards to blood donation camp, etc. For the first time, in order to make it more participative, we have included a competition section, do take time out to complete it. We value your participation, as always.

Happy Reading!!

### Write to us



We invite our readers who are experts in their domain areas to send us contributory articles.

In case you are interested, please write to us and we shall contact you with details on topics.

**E-mail :** [enroute@tcil.com](mailto:enroute@tcil.com)

### TCI Publication on Logistics and SCM

App also available on IOS & Android platform



For iTunes AppStore: <https://itunes.apple.com/us/app/logistics-focus/id834308486?ls=1&mt=8>

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Transport Corporation of India Ltd



TCI House, 69 Institutional Area, Sector-32, Gurgaon-122 207, Haryana, India.



+91 124 2381603 -07



+91 124 2381611



[content@tcil.com](mailto:content@tcil.com)



[www.tcil.com](http://www.tcil.com)



Upasna Ashok



Krishna Rao

# CONTENTS

02

## COVER STORY

- Value Added Services (VAS) in Logistics & SCM
  - VAS in E-Commerce
  - VAS in Automotive Industry
  - VAS in Pharma & Healthcare

13

## VAS BY TCI

- Logistics Focus App (UNLOCK THE CASES!)
- VAS Competition (What's Your VAS)
- Do You Know (Do You Know Whom to Contact for VAS Related Queries?)

15

## CORPORATE UPDATES

- Awards & Events
- TCI Corporate Updates
- TCI Foundation Updates

Where to go for your  
Logistics & SCM Queries?  
Read inside in **FLAP PAGE**

A VAS of your OWN  
can make you a Winner!  
Want to Know HOW?  
Read Inside on **Page No. 13**

Get Smart  
with App... HOW??  
Read inside on **Page No. 14**



For many logistics is as simple as the movement of goods from one place to another. For business it is a trillion dollar industry, which can be vital in staying of your competitors.

## VALUE ADDED SERVICES IN LOGISTICS & SUPPLY

### INTERESTING FACTS



Industry comprises of shipping, warehousing, courier and road/rail and air freight



Research indicates that global market value of logistics has surpassed \$4 trillion, which equates to 10% of global GDP.



Transportation sector is fastest growing sector, 7% increase each year since 2011.



Transport sector alone expected to generate \$3.8 trillion in revenue in 2016.



United States currently accounts for over 42% of global Transportation services sector.



Emerging markets such as China and India are expected to have increasing influence in global logistics in coming years.



Predicted that U.S. alone will have 1. million logistics job openings between 2013 and 2016.

## WHY IS "EFFICIENT GLOBAL LOGISTICS" IMPORTANT TO FIRMS



Advantages in **low cost** sourcing for components, labour and expertise



**Increased markets** meaning increased revenue opportunities.



Global logistics is now vital for supporting enterprise **decision making** including forecasting and demand planning.



Improve **customer service** through saving time on orders.



**Inventory** can be reduced through Just In Time (JIT) shipping.



The term "**Value Added Services**" (VAS) is used to refer to options that complement a core service offering from a company but are not as vital, necessary or important. Value added services are often introduced to customers after they have purchased the core services around which these ancillary offerings are built.

Value added services provide advantages for both the customers and the service providers. These additional custom services often cost the company little extra but have the potential to significantly enhance the growth and the reputation of the company.

Logistics & Supply Chain Solutions Companies complement the smooth flow of goods with additional services for individual industries, including pre-assembling equipment, adding labels to textile products and stocking display units. In close cooperation with customers and with a detailed

understanding of specific needs, companies develop customized services that perfectly complement transport. These are the services that are create added value in the following areas:

Additional Services In :		
Logistics	Production	Administration & Control
Grouping	Quality Control	Freight Management
Co-packing	Finishing	Call Centre
Display Construction	Prefabrication	Order Processing
Adding Labels & Barcodes	Pre-Assembly and Part Manufacturing	Quality Management
Return Management	Sequencing & Kanban Delivery	
	Packaging Development & Optimization	
Disposal	Development & Management of Transport and Storage Boxes	

**Table 1.1**

Companies aim at providing that 'extra value' in each of their engagements to transform them from mere client-vendor relationships into progressive partnerships. (See Table 1.1)

Innovative Value Added Services Available:
Supply Chain Design or Re - Engineering of Legacy Systems
Coordination between various Stakeholders in the Supply Chain
Transport Management across all modes and processes FTL/LTL & Over Dimensional Cargo with COD (Cheque on Delivery) & ODA (Out of Delivery Area) Services
Warehouse Value Adds such as Quality Checks, Ticketing, Labeling, Kitting, Return Management
Account Management by 24X7 control centre with daily MIS and pro-active feedback
Telematics - advanced Vehicle Tracking System by GPRS

**Table 1.2**

The subsequent articles will cover the VAS in some key industries such as:

- E-commerce
- Automobile
- Pharma & Healthcare



## REBIRTH OF E-COMMERCE IN INDIA WITH VALUE ADDED SERVICES

### E-commerce at a Glance

According to the report from IAMAI & IMRB, the E-commerce industry in India has reached a value of 81, 525 crore (US\$ 13.5 Billion) in 2014.

The growth of E-commerce logistics is directly proportional to the fortunes of the online retail industry

Online retail is estimated to be an \$18 billion industry in India 2018

E-commerce will be a \$2 billion industry in India in 2019

According to Goldman Sachs report, e-commerce will be a \$220 billion market in 2030

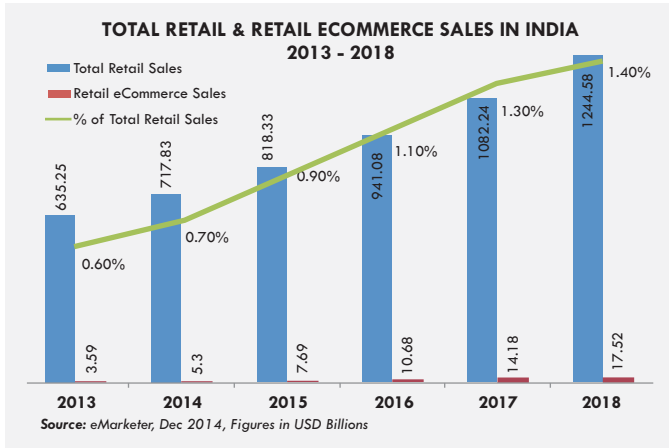
Tier 2 & Tier 3 cities are expected to contribute to more than 350 million e-tailing shipments in 2018

Logistics providers will be expected to handle US\$8 billion of cash in 2018

According to the Assocham prediction, E-commerce is to grow to become a US\$38 billion industry in 2016

Table 2.1





India is at the cusp of a digital revolution. Declining broadband subscription prices, aided by the launch of 4G services, have been driving this trend has led to an ever-increasing number of “Netizens.”

**C.O.D.:** One of the biggest differentiators for any logistics service provider will be its ability to effectively manage cash flow and address challenges such as theft, the use of cash for working capital and reconciliation issues. Suggesting that logistics providers would require to handle approximately US\$8 billion of cash in 2018, **Cash-on-Delivery (CoD)** orders will continue to dominate the Indian market.

Evolved logistics partners provide solid warehousing infrastructure and value-added services that enable e-commerce businesses to out source the entire process saving costs by avoiding the needless inventory management and complex handling that is outside their core competence.

Through the new warehousing capability, inventory technology and transportation, it has become a lot easier for the logistics and supply chain solution providers to deliver the value-added services required to enable companies to outsource the order fulfilment process in all phases of the supply chain.

E-tailing businesses are moving to a managed marketplace model and have started expanding fulfillment center footprints across multiple locations to

accommodate faster ground delivery and better customer service. (Apart from this, air capacity constraints appear to exist, especially during festive periods such as Diwali when orders tend to peak.) (See Table 2.2)

VAS Services		
Product Oriented VAS	Process Oriented VAS	Other VAS Services
Quality Control	Order Management	Critical Order Fulfillment
Product Refinement	Labeling / Price Marking	Reverse Logistics
Assembly/Disassembly Work	Return or Complain Processing	Network & Parts Planning
Packaging/Repackaging	Sleeving	Test, Repair & Refurbish

Table 2.2

**Conclusion:** Logistics service providers need to go beyond the traditional express delivery model to a higher level in the value-chain of managing inventory, handling invoicing, providing consumer insights and other value-added services.

Given this background, logistics service providers would need to augment surface transportation (road, air and rail) capabilities across various geographies.





## VALUE ADDED SERVICES USED BY AUTOMOBILE INDUSTRY



The automobile industry is a pillar of the global economy, a main driver of macroeconomic growth and stability and technological advancement in both developed and developing countries, spanning many adjacent industries. For developing countries such as India, understanding the auto industry's evolution in other countries offers a roadmap forward.

### Automotive Industry in India

The Indian auto industry is one of the largest in the world with an annual production of 23.37 million vehicles in FY 2014-15, following a growth of 8.68 per cent over the last year.

The automobile industry accounts for 7.1 per cent of the country's Gross Domestic Product (GDP)

The Two Wheeler segment with 81 per cent market share is the leader of the Indian Automobile market owing to a growing middle class and a young population.

Moreover, the growing interest of the companies in exploring rural sector further aided the growth of the sector.

Overall Passenger Vehicle (PV) segment has 13 per cent market share.

India is one of the prominent auto exporter its auto export grew by 15 per cent in 2014-15 and has strong export growth expectations

Several initiative have been taken by the Government of India and the major Indian automobile players to make India a leader in the Two Wheeler (2W) and Four Wheeler (4W) market in the world by 2020.

Automobile industry has seen a huge growth in sale in 2015 where 2,32,000 units were sold in the month of December

For 2015, the rise in the sale of Automobiles was 8.7 per cent to 2.75 million units for the entire year.

**Table 3.1**

In global market where many functionally similar products are available from wide range of suppliers, the brand name and giving extra facilities which they call value added services has become differentiating tool to offer the promise of value and quality to customers.



### Complex Challenges faced by Automotive Industry

Rising Production Cost

Market Growth in Developing Nations

Lowest Cost Sourcing

Balanced Inventory

**Table 3.2**

In this competitive market, any automobile industry will fall behind without quick installation of spare parts and timely maintenance on the ground. Which is why, efficient spare-parts logistics is crucial for any automobile industry. (See Table 3.2)

## Value Added Services provided in Automotive Logistics in India

VAS offer solutions to the automotive logistics needs of a large portfolio of leading companies. Logistics & Supply Chain Solutions Providers have broad experience in different areas of automotive logistics:

### VAS in Automotive Industry

**Kitting:** The process of grouping, packing, storing and transporting individually separate items which are related to each other, as a unit. It is one of the most availed VAS by auto OEMs and Consumer product companies. Warehouse nowadays are well equipped to provide kitting at a very short notice.

**Bulk Breaking:** The process of removing something smaller (in large quantity) from a larger package. This is a VAS availed by Consumer product companies.

**Labelling:** It's a VAS availed by a customers on a frequent basis at logistics and supply chain solution providers and is used while kitting or bulk breaking activity.

**Bundling:** One of the most sort after VAS from the solution provider and is generally quite the opposite of bulk breaking.

**Customized Packaging:** This VAS is generally availed if any of the above services are used.

Table 3.3

### Other Important VAS in Automotive Logistics in India

Just-In-Time Systems for Delivery to Assembly

Spare Parts Logistics & Material Handling Systems for Car Tyres and Wheels

Best Customized Solutions

Cross Docking Operations near assembly plants

Consolidation Centers for stocking picking and feeding parts to the assembly line

Sequencing Centers for light preassembly and sequencing line feeding

Load Unit's Management Industrial Park Integration

Knock Down Operations

Warehousing Local Distribution Centers for Storage of Wide Range of Parts

Vendor Hubs to handle Service Parts

Table 3.4

**Conclusion:** The Solutions Team of the logistics provider company is actively involved in all of the above VAS and works closely with the customers to ensure that the desired effect with the goods is achieved upon reaching its consumption destination for complete customer satisfaction.



## VALUE ADDED SERVICES IN PHARMA & HEALTHCARE

Today's world knows many regulations and guidelines to increase the quality and safety of medicinal products for human and veterinary use. These regulations and guidelines often vary from country to country; therefore, making it difficult for pharmaceutical companies to interpret all regulations correctly.

### Pharmaceuticals & Healthcare Industry in India

India ranks fourth in the pharmaceutical production in the world with a production output of about \$31 billion in 2014

The country has 1.4 per cent share by value and 10 per cent share by volume in the global Pharma industry.

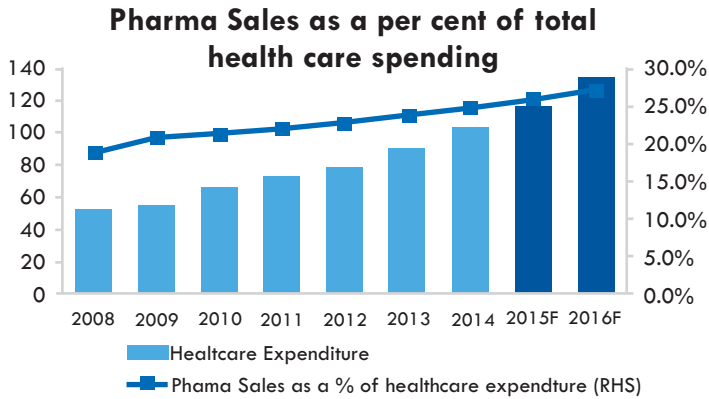
India is one of the leaders in pharmaceutical exports and steep growth is expected for the same.

Over 2012-20, a total healthcare spending is expected at a CAGR of 20 percent to US\$ 280 billion from US\$ 65 billion and industry revenues are expected to expand at a CAGR of 12.1 per cent during 2012-20 and reach US\$ 45 billion.

As a percentage of total healthcare sharing, Pharma sales are expected to increase to 27 per cent by 2016 from 18.9 per cent in 2008.

**Table 4.1**

Outsourcing activities of pharmaceutical manufacturers provide an advantageous area of future profit generation for the logistics service providers.



Source : Deloitte, BMI, PWC, TechSci Research

Notes : F-Forecast, CAGR - Compound Annual Growth Rate

It is a shame that pharma hasn't caught up yet, as expanding into services might improve the industry's image, something that's desperately needed.

Value Added Services in logistics is a common practice in the pharmaceutical industry. It is a combination of logistics and light industrial activities that are implemented to customize products for the clients or country in question. (See Table 4.2)

VAS in Pharma & Healthcare Industry
Sterilization of Medical Devices
Inbound & Outbound Handling
Testing, Repairs & Assembly of Kits
Adding Manuals
Bundling of Promotional Materials
Inventory Management
Storage in Multiple Temperature Zones
Cold Chain Solutions
Reduced Supply-Lead Time
Virtual Tracking
Pick & Pack Service
Labelling
Re-packing
Stuffing & De-stuffing
Inspection and Verification of Bulk Services

**Table 4.2**

**Conclusion:** The pharmaceutical sector consists of a unique set of challenges. Transportation of temperature sensitive products, government and customs requirements and distribution of products across a wide geographical area are a few basic challenges faced by this sector. To overcome these challenges, a whole set of value added services have been developed to give an innovative approach towards pharmaceutical and healthcare logistics by adopting a lifecycle view of the supply chain. This process allows to customize services and cater to specific demands at every stage of the supply chain.

# UNLOCK THE CASES!

In order to view the *CASE STUDIES* on VAS in the various industries and other important Topics, download our Logistics Focus App Today:

iOS : <https://itunes.apple.com/in/app/logistics-focus/id834308486?mt=8&ign-mpt=uo%3D4>

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Corporate Communication Team  
TCI house. Plot. 69, Institutional Area, Sector 32, Gurgaon, Haryana - 122001  
Tel : +91 124 2381603 to 07 email Id: mis.crpo@tci.com



## WHAT'S YOUR VAS ?



**Ever thought of how good will it be to have your own VAS known in the market!!**

TCI gives you that opportunity where you can give us an idea about what other VAS should be available in the market as per your thought?

If you have some good ideas for the VAS in Logistics & SCM or your company has developed some of its own VAS\* with full confidentiality, do participate in our contest 'What's Your VAS' Contest. Send us your VAS ideas or the custom made VAS applied in your company with images to our mails @ [enroute@tcil.com](mailto:enroute@tcil.com).

The winner/s for the contest will be announced in our next edition. But before that, you can also see the results on our Twitter handle @TGILGroup as well. The winner will be announced by **April, 2016** on Twitter and also in our next edition of ENROUTE. So keep looking for your name soon to be announced as a winner!

## SO GET, SET AND GO.....

\* The confidentiality for the existing custom made VAS is assured with TCI and will not be shared unless permitted.



## Mission TB Free Haryana



Dr. Naresh Trehan MD Medanta Medcity, Mr. Richard US Ambassador, Mr. Amitabh Bachhan and Mr D.P. Agarwal during high powered meeting at Gurgaon

Mission TB Free Haryana State was organized at Gurgaon by Medanta Medcity on 20th November, 2015 wherein the project was inaugurated. The project was led by Dr. Naresh Trehan Managing Director Medanta Medcity Gurgaon. Hon'ble Chief Minister of Haryana, Shri M. L. Khattar along with U.S.A. Ambassador, His Excellency Mr. Richard Verma graced the inaugural function of the project. A high powered committee was created to enforce the project into action and Shri D.P. Agarwal, Vice Chairman and Managing Director, TCI Ltd. & Dr. Munish Chander Head TCI Foundation were members of the committee. The function also witnessed many eminent figures such as Veteran Actor Shri Amitabh Bachhan, along with Shri Anshu Prakash, IAS, Joint Secretary, Ministry of Health & Family Welfare, Government of India to support the program .

### TCI XPS organized Lakshya – Leadership Development Program for the Team at Jim Corbett



TCI XPS has organized the Leadership Development Program called 'Lakshya' from 6-8th December, 2015 at Jim Corbett National Park. A team of 21 members of TCI XPS attended the program. The focus was mainly on the business growth plans and what measures should be taken. Program also concentrated on how major and minor issues can be solved using the business development plan. The sole purpose for organizing the activity was team growth and motivation.

Mr. Chander Agarwal, JMD, TCI and Mr. P. C. Sharma, President & CEO, TCI XPS also

participated in the program.

Professional Trainers were assigned for the program who after individually interacting with the team customized the program according to the individual needs while focusing on the strengths of the individual and came up with solution that will enhance their skills in future.



The team participated in the program with full energy and concentration where they learnt multiple ways to face or overcome the structural, process driven or operational challenges. Various activities such as psychometric test, trekking and number of games were also organized for the team in order to make the program highly interactive.

Lakshya provided a good platform for the team member to improve their skills and gave them the opportunity to interact informally with each other. As a result, this gave them the opportunity to openly share ideas for the improvement of the various processes to make work easier and convenient.

## TCI won Accolades for Best Training Programs for Employees and Associates



While setting its yet another milestone TCI Training & Development recently, won an award at an event at Hotel Ashoka, New Delhi on 17th December, 2015. The MTM Corporate Star Award 2015 was presented to Transport Corporation of India Ltd. For Best Training Programme for Employee /Associates. The trophy was consecutively given for the second year to the company. The award was received by HR Head Mr. Deepak Jain and T&D Head Mr. Amresh Mishra on behalf of the organization. The awards recognize corporate excellence in Incentive Programme, Training Programme and Well-Planned Business Interventions. The awardees consisted of companies that set benchmarks for corporate leadership and employee motivation.

This is fourth award to corporate HR in the past three years.

## TCI Supply Chain Solutions Won 2 Awards at 7th GIL Awards 2015, Organised by Frost & Sullivan, Mumbai



Frost & Sullivan India, known for recognizing the new reforms and innovative trends that have been brought into practice by various companies in the field of logistics and supply chain, conducted 7th GIL Awards at the Taj Lands End, Mumbai. Frost & Sullivan (F&S) Awards is a global program that recognizes efforts taken for the industry achievements and world, and this award is recognition

milestones by companies across the to the hard work, innovation and continuous efforts showcased by various team or company.

TCI Supply Chain Solutions, a division of Transport Corporation of India (TCI), India's leading player in Multimodal Integrated Logistics and Supply Chain Solutions Provider won two awards at Frost & Sullivan's GIL Award 2015 in two different categories namely: 1. **"Frost & Sullivan Award 2015 To TCI Supply Chain Solutions for India Auto Components Logistics Services Company of the Year"** and 2. **"Frost & Sullivan Award 2015 To TCI Supply Chain Solutions for India Domestic Logistics Services Company of the Year"**; and was received by and Mr. Jasjit Sethi, President & CEO, TCI Supply Chain Solutions.

### Killer Instinct: Next Gen 2015 - Outbound Training Program for TCI SCS



TCI SCS organized an experiential outbound training program by the name “KILLER INSTINCT – Next Gen” from 26th to 28th December, 2015 at Shivpuri, Rishikesh. The 2 nights & 3 days program was for the budding leaders in the division.

The program focused on collaborative spirit of employees, to increase employee belongingness and their ability to recognize and work towards a common goal. The workshop included many team simulation and adventure activities including white water rafting, body surfing and cliff jump in the high rapids of river Ganges.

The development workshop helped participants to stretch themselves beyond. The team was joined by the division CEO Mr. Jasjit Sethi and Group HR Head Mr. Deepak Jain on day two who motivated participants in their exploration of self and team while participating in the outbound activities. They also unraveled the little known facts and journey of TCI since its beginning during the late evening bonfire with the team.

Program ended with the action planning with the takeaways by participants for their future.



## TCI participated in 4<sup>th</sup> Young Leader's Retreat 2015 Organized by AIMA



**All India Management Institution (AIMA)** organized the 4<sup>th</sup> **Young Leaders Retreat** from 28-30 November, 2015 at Vivanta by Taj, Fort Aguada, Goa, with the theme '**Leading in a Fast Changing World**'. The objective of the event was to create a vision for today's young managers, who are poised to become tomorrow's leaders.

The Retreat was organized under the Chairmanship of **Mr. Sanjeev Bikhchandani, Founder and Executive Vice Chairman Naukri.com** and **Mr. Vineet Agarwal, Managing Director, Transport Corporation of India Ltd.** Mr. Agarwal shared some key points from his personal experience and understanding of how to lead in a fast changing world and achieve success. From TCI Group Mr. Atul Endlay & Mr. B.B Giri were the participants.

The retreat focused on having a healthy debate on the traits and competencies required to equip leaders for the challenges that face them in the future. Many team building exercises were also carried out.

## TCI participated in the Interactive Session with the Hon'ble Finance Minister on 'GST in India'



Mr. Vineet Agarwal, Managing Director, Transport Corporation of India Ltd. represented the company in the interactive session with the Hon'ble Minister of Finance, Mr. Arun Jaitely on GST In India held on 16th December, 2015 at Hotel New Ashoka, New Delhi.

During the session Mr. Agarwal covered issues related to the Good & Service Tax (GST) and how it will have a positive effect on the nation as a whole. According to him, ***"Since GST will have digitized check posts where information will flow before goods, it will help to improve speed & efficiency. It will create a hub & spoke system for seamless multi modal movement; here I may add that this is the first time in decades that there is a single ministry for road and transport and shipping giving a clear intent to move to a multimodal transport network."***

## TCI Extends its Partnership with CSCMP by Having a Booth at CSCMP 2015, San Diego (USA)



TCI booth at CSCMP

Mr. Chander Agarwal, JMD - TCI along with other senior officials at TCI booth at CSCMP

The Council of Supply Chain Management Professionals (CSCMP), the top-tier worldwide professional association loyal to the advancement and dissemination of research and knowledge on supply chain management organized Annual Conference from 27<sup>th</sup>-30<sup>th</sup> September, 2015, a 3-Day event which was held at San Diego that gave an insight over the forum to hear the latest news in the supply chain management and logistics research. 2,900 people from the various sectors of logistics and supply chain industry attended the conference.

Transport Corporation of India (TCIL), as part of its constant endeavors to adopt best practices in logistics and SCM, has been sending delegations to the USA over the past 15 years to CSCMP. This year, TCI took a step forward and became the first pure play Indian Logistics Company to have a booth to show case its services and also share knowledge about Indian Logistics and Supply Chain industry to all leading USA based manufacturers.

At the booth above 300 people came and visited us and also enquired about future business prospects. TCI team members namely Mr. Chander Agarwal, Joint Managing Director, TCIL; Mr. Ajit Singh, CEO, TCI CONCOR Multimodal Solutions (P) Ltd.; Mr. N.R. Sarva, Assistant Vice President, TCI XPS; and Mr. Rajkiran Kanagala, Group Head-Business Development were present at the event. The visitors to the booth were keen to know about the logistics scenario in India and in general how to plan their activities accordingly.

## TCI Gold-Sponsored the CII National FMCG Summit 2015 held at New Delhi



National FMCG Summit 2015 organized by Confederation of Indian Industry (CII) was held at Hotel Taj Mahal, New Delhi on 21st December, 2015. The FMCG & Logistics Industry Leaders participated in the Summit and also shared their views on **'Re-imagining FMCG in India'**.

The Indian business landscape is undergoing an unprecedented evolution. Dynamism in business is not just a buzzword anymore; it is critical for the survival of industry behemoths as well as experimental start-ups. It will, therefore, become imperative for consumer companies to fundamentally transform themselves in this environment – and that requires not minor tinkering in

their way of working – but about Fundamentally Redefining FMCG.

**Transport Corporation of India Limited (TCI)**, gold sponsored the event. Mr. Atul Endlay & Mr. Pranay Telang were present as delegates at the summit.

**Mr. Jasjit Sethi, President & CEO, TCI SCS** participated in the panel discussion for one of the session and gave noteworthy remarks on **'Winning organizations: Building people and talent capabilities'**.



## Many Accolades for TCI CONCOR !

*TCI CONCOR Multimodal Solutions Pvt Ltd. received CONCOR Exim Star Award 2015 in five different categories:*



1. 2nd Position for Domestic Business at Gandhidham, North West Region.
2. 3rd Position for Domestic Business at DCT/Sabarmati, North West Region.

The award function was organized by CONCOR at Hotel Hyatt, Ahmedabad on 1st Sept, 2015. Mr. P. K. Kaushik received the awards on behalf of TCI CONCOR.

3. 1st Position for Business Associated North Central Region.
4. 1st Position for Enhanced Performance DSO Customer North Central Region.
5. Special Award Category Business Associated North Central Region.

The award function was organized by CONCOR on 19th September, 2015 at Subroto Park, New Delhi. The awards were received by Mr. Ajit Singh, CEO, TCI CONCOR along with the other team members.



## TCI SCS Silver Sponsored Automotive Logistics India Conference 2015 held at Gurgaon



Automotive Logistics is the only global print magazine dedicated to the strategy, management and movement of components, finished automobiles and service parts, from tier supplier to assembly plant and on to the dealer, and everything in between and also hosts the most important annual conferences for senior management within the automotive logistics sector on a global scale.

TCI Supply Chain Solutions (SCS), participated in the Automotive Logistics India Conference 2015 held from 8th-10th December, 2015 at The Leela, Gurgaon. TCI SCS was the silver sponsor for the event and also had a stall. Mr. Jasjit Sethi, President & CEO, TCI SCS along with Mr. Sumit Kumar, VP & North Regional Head, TCI SCS participated as the speakers at the event wherein Jasjit Sethi spoke on the **‘The evolution of the “Smart Factory of the world”’** and Sumit Kumar covered the **“Opportunities in Multimodal Network”**.

Mr. Jasjit Sethi pointed out that the carmakers’ network across the vast country had to be taken into account, both in terms of dealerships and the distribution of spare parts.

According to Mr. Sethi, “When you build up infrastructure, you put up tolls – that will also raise costs. New regulations for car carrier size will also make them small and safer, but that will drive up costs. Soon we will also have Euro 4 truck standards, which are also more expensive.”

### At ELSCC, TCI Wins Awards for Excellence in Different Verticals



TCI Team receiving awards in different category

Express Logistics Supply Chain Conclave (ELSCC), Asia's largest gathering for logistics and supply chain management professional conducted an Award event to recognize the pioneers of the logistics and supply chain service industry at Mumbai Taj Lands End, Mumbai from 29<sup>th</sup>-30<sup>th</sup> September, 2015.

Transport Corporation of India (TCI), to further pursue their constant efforts to keep up with the best practices applied in logistics and SCM, was the Silver Partner cum Speaker for the event and was also nominated for various categories and won number of awards in various verticals namely as follows:

1. Supply Chain Innovation of the Year - TCI Supply Chain Solutions
2. Diversified Logistics Company of the Year - TCI Group
3. Best Road Service Provider of the Year - TCI Freight
4. Best Project/Bulk Logistics Company of the Year - TCI CONCOR

At ELSCC, TCI SCS also had a booth to highlight its services and also part knowledge about Indian Logistics and Supply Chain industry. Ms. Pritam, Ms. Farhan Naaz & Mr. Himanshu Kr. Ojha from Mumbai office were present at the booth.

Mr. Jasjit Sethi, President and CEO, TCI SCS parted his knowledge on important topics at 4th Pharma Supply Chain Forum; FMCG Supply Chain Forum; e- Express & Omni-Channel Supply & Chain Forum. Mr. Manoj Tripathi, AVP, TCI SCS, shared his knowledge at the Auto Supply Chain Forum & Hi-Tech Supply Chain Forum. Mr. Amitabh Mukherjee, AVP, TCI SCS was a speaker for the Aftermarket, Service Parts & Reverse Logistics Forum.

## TCI SCS Participated in the Building Warehousing Competitiveness Organized by CII Institute of Logistics in Mumbai



Building Warehousing Competitiveness (BWC) organized by Confederation of Indian Industry (CII) Institute of Logistics was held at Hotel Taj Vivanta, Cuffe Parade in Mumbai on 19-20th November, 2015. All the Logistics Industry giants participated in the BWC and shared their views on “Value Addition and Coping Up with Changes”.

TCI SCS participated in the Building Warehousing Competitiveness in order to capture the learnings and implement them.

Mr. Manoj Tripathi, AVP, TCI SCS participated as the panel speaker at BWC and spoke about '**Value Addition & Coping up with Changes**'. Mr. Shishir Chauhan, DGM, TCI

SCS along with Mr. Prakhar, Officer, Group BD, TCI, were also present at the event. TCI also had a booth at the event to showcase its services and to share their knowledge about Indian Logistics & Supply Chain Industry with other known names in the market.

## Participated as Delegates at 4th Chennai Retail Summit, 2015



4<sup>th</sup> Annual Chennai Retail Summit was held at Hyatt Regency, Chennai on 25th November, 2015. Organized by Retailers Association of India (RAI), the summit concentrated on developing the expertise and resources required to transform the typical interaction channels with the customers in order to

improve the customer experiences. Various topics were discussed during the summit that dealt with the improvement in Retail Sector and related experiences.

- Technology redefining Retail
- Contemporary Customer Centricity
- Traditional Values, Modern Ways: How to progress brands
- Storm Session on what RAI can do to improve the current scenario and how the member come useful for the same.

Mr. Rajendra Sharma – AVP, TCI SCS and Mr. Sanjeev Mishra – Executive Logistics, TCI SCS participated as the delegates.

### TCI SCS Participated in Containers India 2015



Mr. Jasjit Sethi, President & CEO, TCI SCS at the Conference

TCI SCS participated in Containers India 2015 conference in Mumbai on August 21, 2015. The conference was an initiative of Gateway Media. The conference served as an important annual gathering for stakeholders and organizations in container trade. The main agenda of the conference was to promote the exchange of ideas and experiences for increased containerization in India, to identify the gap areas in container supply chains and to support industry and the Government to prepare a roadmap for seamless movement of containers.

Mr. Jasjit Sethi, President & CEO, TCI Supply Chain was one of the speaker at the event.

### Delhi Half Marathon 2016



TCI is not just a fore runner in logistics and supply chain solution but also in the real life. The team members of TCI participated in the Airtel Delhi Half Marathon on 29<sup>th</sup> November, 2015.

150 members from the company participated in the Marathon. Mr. Sunil Kumar - CRPO was the first one to complete the 21 k.m. marathon run.

followed by Ms. Indu Bala - LNRO.

Senior Management including Mr. P.C. Sharma, President & CEO, TCI XPS, Mr. I.S Sigar, President & CEO, TCI Freight and Mr. Deepak Jain, VP & Head, HR also participated in the marathon run.

## Seven Customer Meets Organized at Pan India Level During October-November

Seven customer meets were organized at different locations during the month of October and November, 2015 at Delhi/Noida, Coimbatore, Patna, Vijayawada, Thane/Mumbai, Bangalore, and Rudrapur.



Noida Customer Meet

**Noida/Delhi:** The meet was organized at Hotel Holiday Inn, total 266 customers attended the meet. Mr. Ajit Singh, CEO, TCI CONCOR addressed the meet and interacted with the customers.

**Coimbatore:** The meet was organized at The Hotel Clarian Inn, total 239 customers attended the meet. Mr. I.S. Sigar, CEO, TCI Freight addressed the meet and interacted with the customers.



Coimbatore Customer Meet



Patna Customer Meet

**Patna:** The meet was organized at the hotel Patliputra Exotica, total 131 customers attended the same. Mr. P.C. Sharma, CEO, TCI XPS addressed the meet and interacted with the customers.



Vijayawada Customer Meet

**Vijayawada:** The meet was held at Hotel Fortune Murali Park, total 201 customers were present at the meet. Mr. I.S. Sigar, CEO, TCI Freight addressed the audience and also interacted with the customers and also spoke about TCI services at the meet.

**Thane/Mumbai:** The meet was organized at The Hotel Vihang Inn, total 223 customers attended the meet.



Thane/Mumbai Customer Meet

**Bangalore:** The meet was organized at The Hotel My Fortune, total 233 customers attended the meet. Mr. P.C. Sharma, CEO, TCI XPS addressed the meet and interacted with the customers.



Bangalore Customer Meet

**Raipur:** The meet was held at Hyatt, total 173 customers were present at the meet. Mr. I.S. Sigar, CEO, TCI Freight addressed the audience and also interacted with the customers and also spoke about TCI services at the meet.



Raipur Customer Meet

## 3 Day Blood Donation Drive 2015



Blood Donation Camp at Corporate Office

TCI organized a three day blood donation drive across the nation to commemorate the death anniversary of its founder Late Sh. P. D. Agarwal. The Gurgaon camp was organized in association with Jai Prakash Narayan Apex Trauma Center, AIIMS. A team of total 3 doctors and nurses at each camp contributed their services to the drive.

Speaking on the occasion, Mr. D. P. Agarwal, Vice-Chairman and Managing Director, TCI, highlighted the importance of donating blood to help save thousands of lives while urging people to come forward for this noble cause. He said, "TCI believes in giving back to the community it operates in. With an increasing number of dengue cases in India, we intend to replenish blood banks that play a critical role in saving lives by making blood available to the needy. I would like to thank all donors and volunteers who have joined us today in this noble cause."

TCI employees and people from nearby areas including auto drivers and office boys participated in the camps conducted at various locations. Blood was collected from donors who satisfied all preliminary tests, in cities like Gurgaon, Ahmedabad, Kolkata, Chandigarh, etc. Donors were also given refreshments like tea, coffee and snacks afterwards along with a certificate of participation.

## TCI Foundation Towards TB Free India!



High powered committee meeting at New Delhi

TCI Foundation was invited by the Ministry of Health & Family Welfare Government of India in a high level meeting of Corporates chaired by Sh. Anshu Prakash, IAS, Joint Secretary, MoHFW, Government of India. The meeting was held on 5th November, 2015 at Delhi, wherein important decisions were taken to eradicate tuberculosis from India with the support of Government, Corporates and Foundations of repute. The sessions were

graced by Ms. Kathryn Stevens, Deputy Mission Director-USAID India, Mr. Xerses Sidhwa, Deputy Director Health Office- USAID India, Ms. Kavita Ayyagari, Project Director-Challenge TB, along with Dr. Sunil D. Khaparde, Dy. Director General-Central TB Division and Dr. Devesh Gupta, Addl. Dy. Director-General.

In the meeting, Dr. Munish Chander, TCI Foundation Head, and Mr. Arunangsu Chowdhury, National Manager (Truckers Program) emphasized on the importance of integration of tuberculosis screening, prevention and treatment with HIV/AIDS control program in India. It was deliberated that tuberculosis is the most opportunistic infection in HIV patients and thus its screening must be made mandatory for symptomatic or diagnosed truckers. Dr. Munish Chander on behalf of TCI Foundation assured fullest support to the Government of India and expressed decision to launch of Health Passport for trucker community in the country. The Ministry of Health & Family Welfare showed keen interest to associate with TCI Foundation and announced to convene high level meeting with the functionaries of TCI Foundation.



## TCI Foundation's Mission Healthy Truckers



Road safety camp at Chandigarh



Health camp for trucker community at Raipur

TCI Foundation was privileged to be associated with JK Tyres to disseminate Road Safety Awareness Campaign in the country. The Foundation with the support of Regional Traffic Police and Regional Transport Offices conducted road safety outreach program in Punjab, Maharashtra, Chhattisgarh and Union Territory Chandigarh from 15-30 November, 2015. The mission and vision of the program was to impart traffic rules and regulations information, education and awareness amongst truckers and allied population. The local transport associations also joined hands with TCI Foundation and agreed to show solidarity to conduct such informative and education camps for the benefit of trucker community. The program was integrated with general health camps across the country, wherein the participants were privileged to receive the basic medical care provided by the medical specialists invited from various hospitals. More than 900 individuals were provided free medical services and treatment including but not limited to dentistry, cardiopulmonary ailments, general ailments, screening for sexually transmitted infections and HIV.

Besides integrated road safety and health camps across the nation, TCI Foundation in association with State AIDS Control Societies (SACS) and Corporates conducted monthly health camps at Khushi Clinics managed by the Foundation in Jharkhand, Maharashtra, Uttar Pradesh and West Bengal. Total 373 truckers and allied population was treated by the Foundation physicians and symptomatic patients were referred to Government hospitals for further investigations and treatment.

## Quick FAQs (Glossary: General; Logistics Abbreviations)

**3PL:** Third Party Logistics

**4PL:** Fourth Party Logistics

**ASRS:** Automatic Storage & Retrieval Systems

**B2B (or b2b):** Business to Business (esp. e-commerce)

**B2C (or b2c):** Business to Consumer (esp. e-commerce)

**B2G (or b2g):** Business to Government (esp. e-commerce)

**BPR:** Business Process Re-engineering

**CI:** Continuous Improvement

**CM:** Category Management

**CMI:** Co-Managed Inventory

**CP:** Collaborative Planning

**CPFR:** Collaborative Planning, Forecasting & Replenishment

**CPS:** Collaborative Planning System

**CRM:** Customer Relationship Management

**CSR:** Corporate Social Responsibility

**DC:** Distribution Centre

**DCM:** Demand Chain Management

**DMU:** Decision Making Unit (or Buying Centre)

**DPP:** Direct Product Profitability

**DRP:** Distribution Requirements Planning

**DSA:** Delivery Schedule Achievement

**ECR:** Efficient Consumer Response

**EDI:** Electronic Data Interchange - between enterprises

**EDLP:** Every Day Low Price

**EFR:** Efficient Foodservice Response

**EOQ:** Economic Order Quantity

**EPoS:** Electronic Point of Sale

**ERP:** Enterprise Resource Planning

**EUL:** Efficient Unit Loads

**FGP:** Factory Gate Pricing

**FIFO:** First-in, First-out

**FMCG:** Fast Moving Consumer Goods

**GPS:** Global Positioning Satellite

**HACCP:** Hazard Analysis & Critical Control Point

**HGV:** Heavy Goods Vehicle

**JIT:** Just-in-Time

**KAM:** Key Account Management

**KPI:** Key Performance Indicator

**KVI:** Known Value Item

**LCA:** Life Cycle Assessment

**LHVs:** Longer Heavier Vehicles

**LSP:** Logistics Service Provider

**MRP:** Materials Requirements Planning (or Materials Resource Planning)

**MRPII:** Manufacturing Resource Planning (or MRP2)

**NDC:** National Distribution Centre

**NPD:** New Product Development

**NPI:** New Product Introductions

**OBC:** Open Book Costing

**OEE:** Overall Equipment Effectiveness

**OEM:** Original Equipment Manufacturer

**OSA:** On-Shelf Availability

**OTIF:** On Time in Full

**OoS:** Out-of-Stock

**PDM:** Physical Distribution Management

**QA:** Quality Assurance

**QC:** Quality Control

**QCD:** Quality, Cost and Delivery

**QR:** Quick Response

**RCE:** Roll Cage Equivalent

**RDC:** Regional Distribution Centre

**RFID:** Radio Frequency Identification

**RFT:** Radio Frequency Tag

**RM:** Relationship Management

**RSP:** Retail Selling Price

**RTP:** Returnable Transit Packaging

**SCM:** Supply Chain Management

**SCR:** Supply Chain Relationships

**SKU:** Stock Keeping Unit

**SLA:** Service Level Agreement

**TQM:** Total Quality Management

**VCA:** Value Chain Analysis

**VMI:** Vendor Managed Inventory

**VMR:** Value Managed Relationship

**WMS:** Warehouse Management System

**YOY:** Year-on-year

**Disclaimer:**

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69 Institutional Area, Sector-32, Gurgaon-122207, Haryana, India

Tel: +91 124 236 1603-7 Fax: +91 124 235 1611

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**Corporate Office :** TCI House, 69 Institutional Area, Sector - 32, Gurgaon - 122007 • Website : [www.tcil.com](http://www.tcil.com)

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**Corporate Office:** TCI House, 69 Institutional Area, Sector-32,  
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