



Logistics with **Digital Advantage**

Introduction to Spare Parts Management

Agenda

20Cube at a glance

Spare Parts Management
capability

Features of Facility

Next Steps

Team Introduction

Global Overview

Global Capabilities

India

Team



MAHESH NIRUTTAN
Group CEO

Ex. Board member and CEO South Asia CEO @ Agility. Grew revenue from 300mn to 1.6bn. Expanded South Asia office to 80 cities with 4000 employees.



S ANAND
CEO-ISC,EAF

Ex Executive Member @ Agility India. Founder of a services start-up where investor realized 37x in 5 years. Member of think-tank strategy teams in different business verticals of Godrej group.



K RAMAKRISHNAN
Director

20+ years of experience; With 20Cube since inception. Previous in in Agility, Panalpina in commercial role



RANJAN KEDIA
Director

Long experience of finance in Logistics industry. 15 years of experience; With 20Cube since inception. Member of The Institute of Chartered Accountants of India



KR RAO
Director – 3PL

30+ years of experience; With 20Cube since 2014. Previously with Agility in warehouse business as PnL head for west and also managed Transportation business.



SENTHIL KUMAR
Head – 3PL Commercial & Delivery

20+ years experience. Previously with was running IT Infra management role in 20Cube, Agility and other Logistics and Distribution companies



MOHIT WADHWA
Head –India Freight Business

20+ years of experience; With 20Cube since inception. Previous in in Agility in commercial role and before that Auto component industry.



TUSHAR NAIRI
GM - EAF

20+ years of experience in industry as Forwarder and also in Shipping line. Has been with 20Cube from 2012.. Was part of Agility and ran both procurement and PnL role



SARWAR AHMED
CEO Bangladesh

20+ years of experience; With 20Cube since inception. MBA Finance Masters of Commerce



KALUM AMARASEKARA
CEO - Lanka

25+ years of experience; With 20Cube since 2012. Previous Agility Sri Lanka.



VIKRAM KATRE
Business Head -ACE

MD of Omega Logistics. 16 years of experience; With 20Cube since inception. Indian customs G card with Power of attorney. Built specialized business of ACE



ARVIND RAMAN
Regional Financial Controller

Previously with Reliance and KPMG

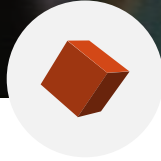


20Cube – Trade Made Easy



Technology driven

20Cube is a **new age logistics provider** that takes a technology driven approach to deliver a more modern and better logistics experience.



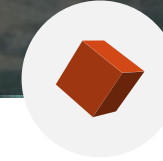
Integrated Services

They provide logistics services from **Purchase Order to Proof of Delivery**, supported by a proprietary, cloud-based collaborative platform that helps customer succeed



Extensive Know-how

Founded in 2012, the company has over 500 staff and is led by a team of **highly experienced international industry veterans** who have experience in growing and leading organizations in the logistics industry



Global reach

Incorporated in Singapore with global operations hub in Chennai, India. Global network, with own operational facilities across **10 countries and 55 locations**. Group revenues of US\$80M.

Blend of modern technology, centralized operating structure, and experienced team with extensive domain expertise



20Cube core belief

1. If You Can't Measure It, You Can't Improve It

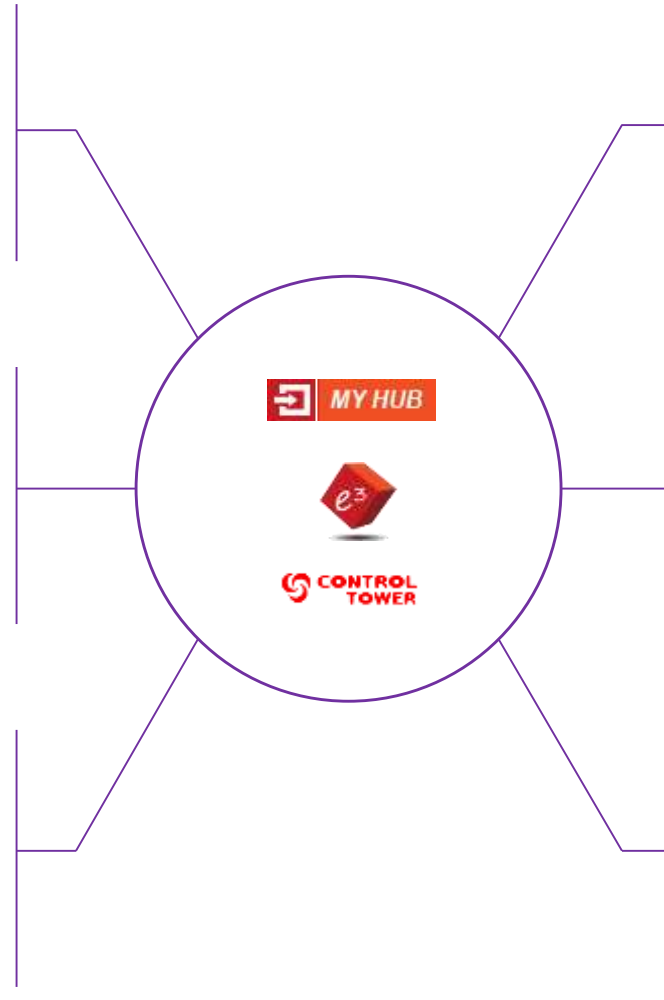
Digitization of end to end supply chain process is the only way to achieve absolute efficiency, productivity and waste elimination.

2. Upstream optimization solves downstream problems.

Real optimization of supply chain process and cost happens only when you gain control over upstream activities

3. Upto 30% Cost Saving is possible with End-to-End optimization

Meticulously End-to-End process optimization eliminates duplication, improves speed and saves upto 30% of indirect supply Chain.



4. Continuous Improvement

Continuous Improvement is required for sustainable improvement in products, services, or processes.

5. Proactive DSS vs Post-mortem Reports

Shift to proactive alerts, 24/7 visibility etc., to prevent disruption, manage by exception, save cost , reduce inventory, enhances sales dispatch etc.

6. Technology investment critical for Digitalization

Appropriate IT and ITES capability is critical for digitization that improves internal productivity and provides significant advantage to customer

20Cube Business model



**Customer Centric
Organization**

- Branch focus only on customer, Cargo and compliance
- More face time + Solution capability + Digitizing every stage of logistics transaction has huge scope of value creation
- Continuous learning of every changing customer needs and service expectation



**Central Processing
Hub**

- Centralized service unit for end-to-end accountability
- Consistent service across all geographies
- High productivity & Lower execution costs
- Superior and consistent customer experience

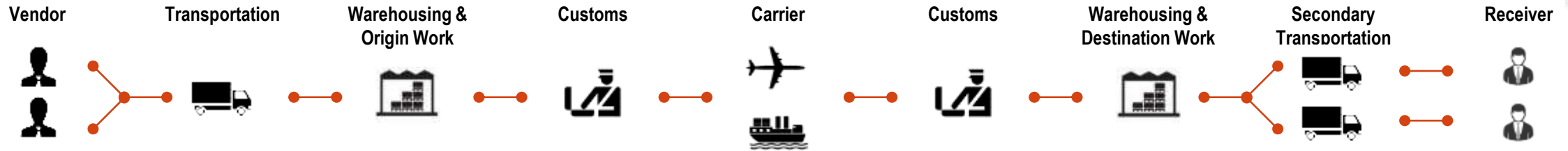


**Digitize transaction
End-to-end**

- Digitize every event from purchase order to delivery/return for every transaction at SKU level
- Drive efficiency, productivity using the data
- Make better decisions with instant access to information and at latter stage out put of analytics & AI
- **Data is more valuable than GOLD!**

End-to-end Integrated Logistics Solution Provider

20Cube is the orchestrator of a logistics movement from factory to end-consumer



Order Management

- PO receipt
- Shipment Booking
- Price Quotation
- Order Confirmation
- Carrier Booking

- Quick response
- Exception management

Inventory Management

- LCL Consolidation
- Packaging & Re-packaging
- Palletization
- Labelling / Bar-coding
- Country sourcing
- Warehousing

- Just-in-time
- Pick & Pick at strategic location

Port Handling & Clearance

- Pick-up execution
- Custom Clearance
- Console formation
- Stuffing execution
- House BL
- Statutory fillings
- Dispatch

- Pro-active tracking
- Indirect cost serving

Freight Management

- Air and Sea
- Time Definite
- Season charters
- Cargo supervision

- Risk mitigation against volatility

Secondary Transportation

- Part truck load
- Merge in-transit
- Fulfillment services
- Last mile delivery
- POD management

- Aiding decision making process for customers

Third Party Logistics

- Warehousing
- VAS
- Inventory
- Reverse logistics

- Central Service
- Collaboration

Value Proposition



Saves money



Hassle Free Experience



Progressive, reliable partner



Emerging market network



Services offered

Fully owned company in 10 Countries offering :

- International Freight (Air/Ocean)
- Customer Clearance
- Warehousing
- Domestic trucking/ Last Mile delivery
- Customized solutions
- Digital Solutions



Profile of clients

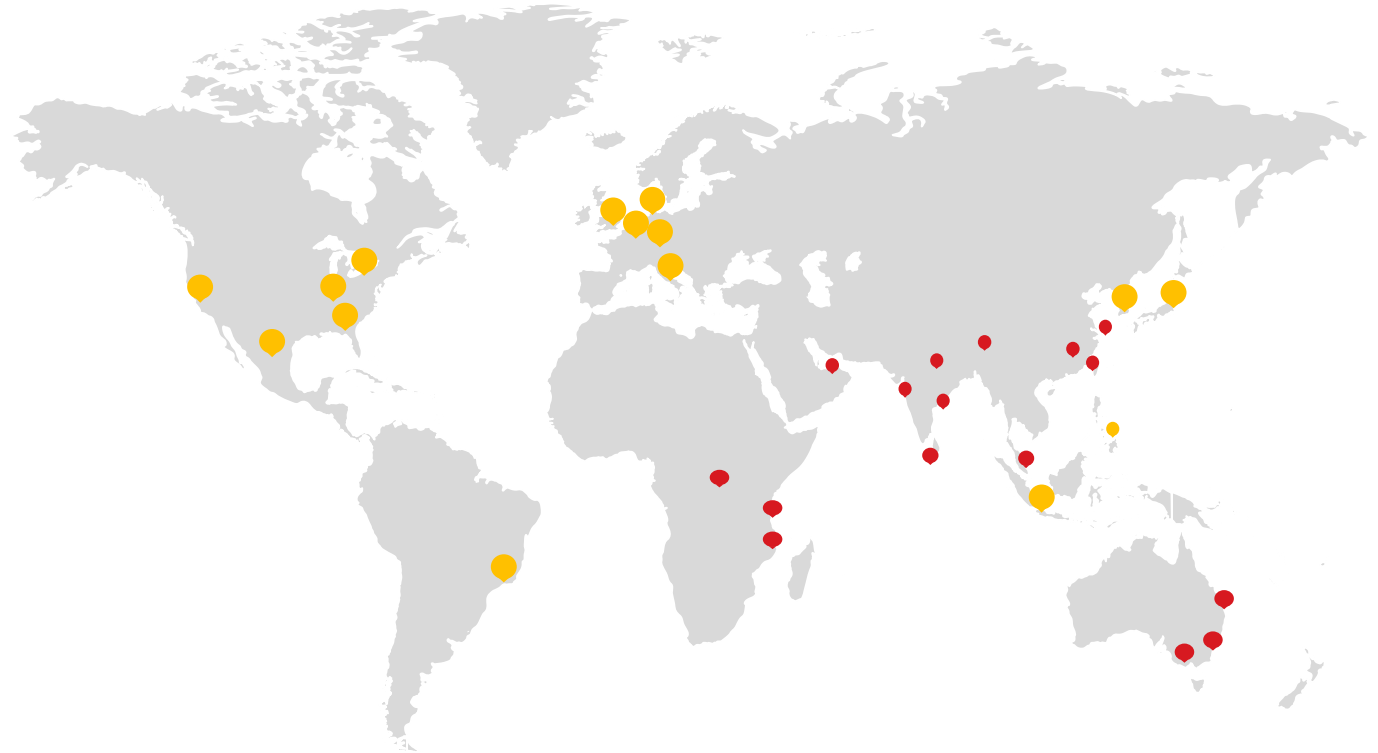
- Large MNC with HQ in Germany, Japan, Australia, India, etc
- Spare parts, White goods, Chemicals, Retail, Auto sectors
- Integrated solutions



Own Office (55 Locations)



Outsourced Agent (100 locations)



2011

Year of incorporation

10

Countries

55

Locations

412

Employees

2.1 Mn sqft

Warehouse facilities



Clients

20Cube – key clients

							B/S/H/		
					pepperfry	emjay		GLENCORE	
									
		CYIENT							

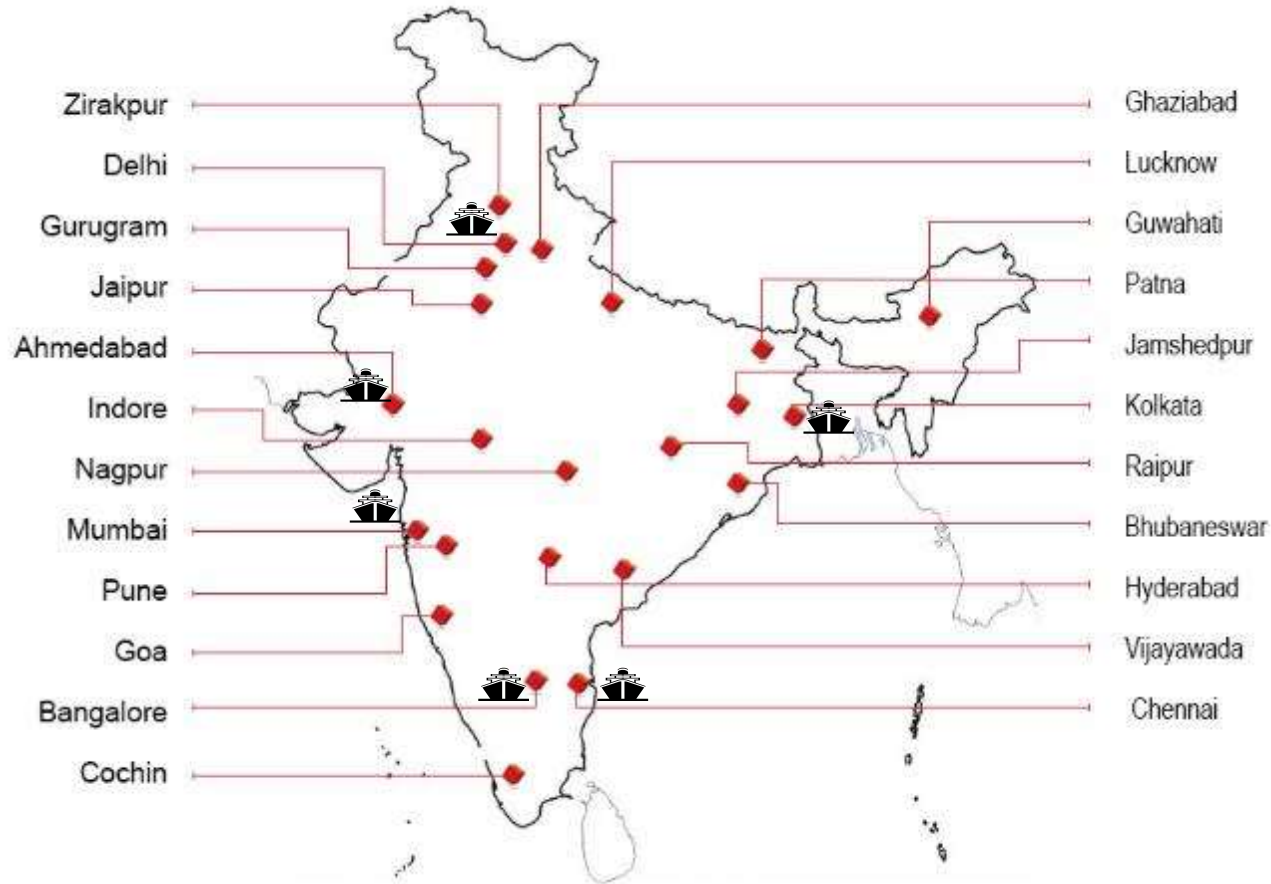
Source: Company information



20Cube India



20Cube India Footprint



- Warehouse Locations
- Proposed Warehouse Locations
- International freight forwarding offices

International Freight

- ◆ Pan India offices for International freight forwarding
- ◆ Own Licences - Customs, IATA, Multimodal Transport
- ◆ Full-service management - Road, Air, Sea And Sea/Air Freight Forwarding Products
- ◆ Rail Services For Export, Import And Domestic Containerized Cargo, Integrated With Road Transportation, Customs Clearance, Transit And Bonded Warehousing, Refrigerated Container Facilities

Warehousing

- ◆ Access to 2.0 million Sq. Ft. Warehouse Space include temp cons
- ◆ Pallet Management and Space Optimisation
- ◆ Stuffing and De-stuffing, Pick & Pack Services
- ◆ Fulfillment Services
- ◆ Shrink Wrapping, Kitting, Labeling, Repacking
- ◆ Inventory Management
- ◆ Continuous Improvement Through Operational Excellence
- ◆ HSE and statutory Compliance

National Transport Alliances

- ◆ FCL Cartage, LCL & Airfreight Transport
- ◆ Solution & Consulting
- ◆ Truck Standardization And Maintenance

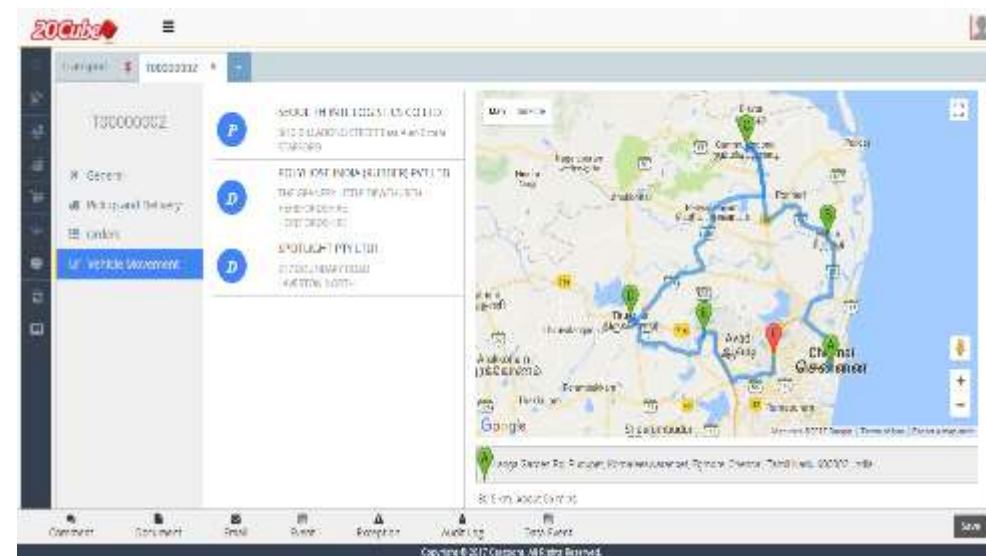
Overseas deliveries of centralized services

200+ Team Members

- ◆ Operations
- ◆ Customer Service & Sales
- ◆ Consultancy
- ◆ Support Centre



Distribution / Last mile Delivery



Executing over 100 tons of secondary distribution

Fleet of dedicated and variable vehicles

Last mile milk run delivery within radius of 100 kms

Upcountry distribution FTL & PTL via associate vendor

Reverse logistics for client service center

GPRS tracking

Mission is to provide an amazon buying experience to brick & mortar customers



Agenda

20Cube at a glance

Spare Parts Management capability

Features of this Facility

Next Steps

Association

Operation

Value Addition

HSE & Continuous improvements

Current Association



Client

Operation

Uniqueness



- ◆ Managing Spares parts from Bhiwandi
- ◆ Managing **RDC- State of the art facility** from CHAKAN, Pune. Distributing Spares across all India Dealer network.

B/S/H/

- ◆ Spare parts Facility in Chennai.



- ◆ Managing regional SPMS facilities at Bhiwnadi, Chennai, Gurgaon.



- ◆ Spare parts warehouses at Bhiwandi, Chennai, Gurgaon

VOLTAS

- ◆ Pan India 25 location commercial products
- ◆ Pan India Spares parts for same division

- ◆ Flexible and agile by supporting business at any hour to make sure inward and outward happens as per business need dependable support for Ramp up and peak season storage organising **Integrated last mile Distribution** solution including track and trace

- ◆ Delivery to Dealer & Distributor
- ◆ Direct to customer

- ◆ In house WMS which can **integrate to any ERP** for two way data interface.

- ◆ **Critical parts delivery at Stringent TAT – up to 1 Hr. (ROR/VOR)**

- ◆ SO to Delivery end to end **ONLINE tracking**

- ◆ System driven PI / Cycle count gives **99% stock accuracy**

- ◆ **98.5 % Order fulfilment**

Portal tracking various performance KPIs

Inventory Visibility



KPI Tracker

Supply Chain Challenges in SPMS

Critical Delivery

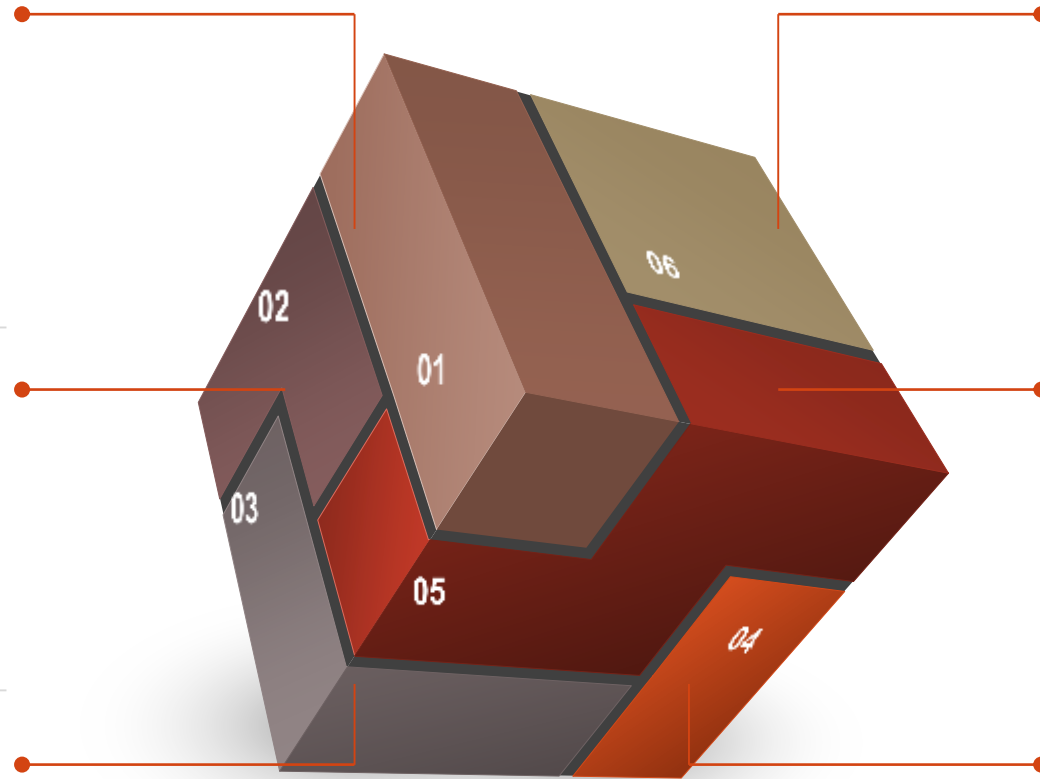
There are few deliveries which catering to critical Break down, need to be served on TOP Priority. This can be done within No time and constant shipment tracking is necessary.

Cost Suitability

Intense competition leads to bottom line pressure. Innovation and continuous improvement on costs leveraging knowledge and technology rationalizing Inventory levels and transportation

Visibility = Control

Many continue to suffer higher costs due to poor supply chain visibility.



Infrastructural needs

There is specific requirement of Infrastructure like SAR, etc which enables easy PICK of spares and increases the productivity.

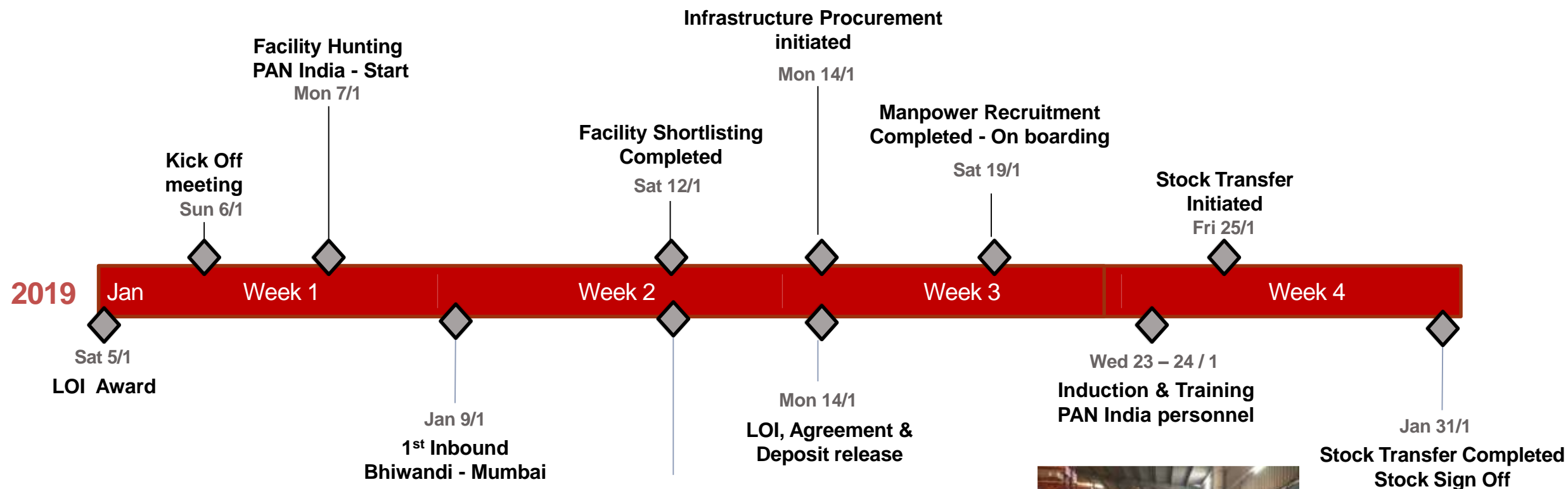
High Pressure TAT

Turn Around Time i.e. Order to dispatch – delivery is very crucial. ROR/ VOR

100% Order Fullfilment

While processing orders it always necessary to process all the orders which are in system.
So that Goal of 'ZERO ORDER PENDANCY' can be achieved

Case Study – On Boarding : VOLTAS Spares



Total Locations	23
Existing Locations	6
New Locations	17
Total Space	50000 Sq ft
Total SKU's	6000 SKU's
Weight	200 gms to 200 kg barrels



Spare Parts Operations

Scope of work typically performed at warehouse

◆ Inbound

- Truck registration
- Goods receipt
- Goods entry
- Inbound Prioritisation
- Deviation management
- Operation of the Bonded Warehouse (as a part of the RDC)
- Storage
- Storage process for full and mixed containers
- Storage without and with consolidation Outbound
- Truck registration
- Handover of outbound documents and truck deregistration
- Additional processes / auxiliary processes

◆ Warehousing

- Inventory management
- Internal goods movements
- Storage shelf optimisation / bin maintenance
- Shelf Life Parts

◆ Inventory

- Handling of damaged goods
- Parts Recall Campaign
- Scrapping
- Buyback

◆ Picking, sorting and packing

- Order controlling and steering
- Picking types
- Picking, sorting and packing depending on the warehouse area
- Preparation/staging

◆ Outbound

- Truck registration
- Handover of outbound documents and truck deregistration
- Additional processes / auxiliary processes

◆ Disposal

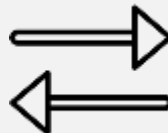
◆ Cleaning

- Provision of Consumables
- Packaging (including provision of packaging material)
- Claims handling, Inventory Clearing and Returns Process

Value Added Services



Store Deliveries



Reverse Logistics



Re-Packing



Fault Rework



Labeling



Dealer/Distributor Delivery



Bar-code Stickering



QC & Inspection



High-end Security

Value Added services- (Pick-Pack, Scanning, Customised packaging)



HSE & Quality process

(Annexure-1)



HSE – In pursuit of Excellence with Safety



Injury
Incident



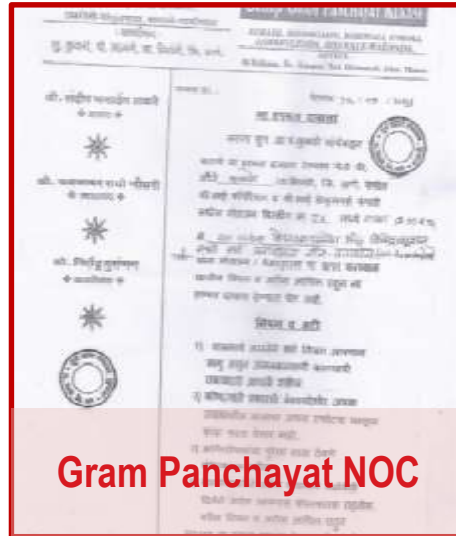
Security briefing, HSE practices, First aid training, Awareness - Mock drill



Security briefing, HSE practices, First aid training, Awareness - Mock drill



HSE & Legal Compliance



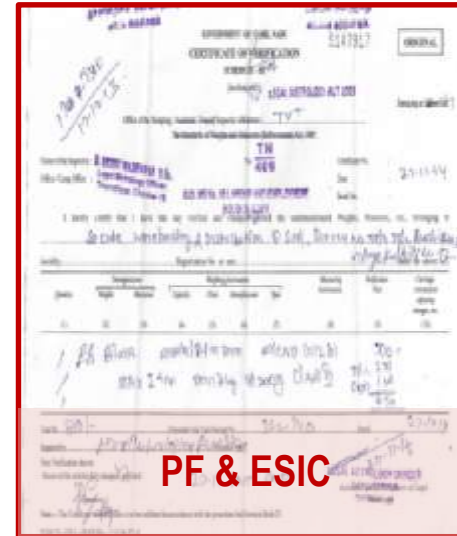
Form for Gram Panchayat NOC (Notarization Certificate) issued by the Gram Panchayat. It includes fields for the name of the establishment, the name of the Gram Panchayat, and the date of issuance. The form is signed by the Gram Panchayat Secretary and the Gram Panchayat Head.

Gram Panchayat NOC



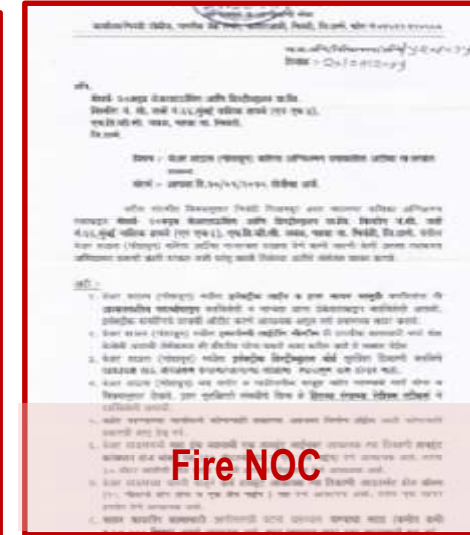
Form for Weight & Measurement issued by the District Weighment Officer. It includes fields for the name of the establishment, the name of the District Weighment Officer, and the date of issuance. The form is signed by the District Weighment Officer and the District Weighment Officer's Assistant.

Weight & Measurement



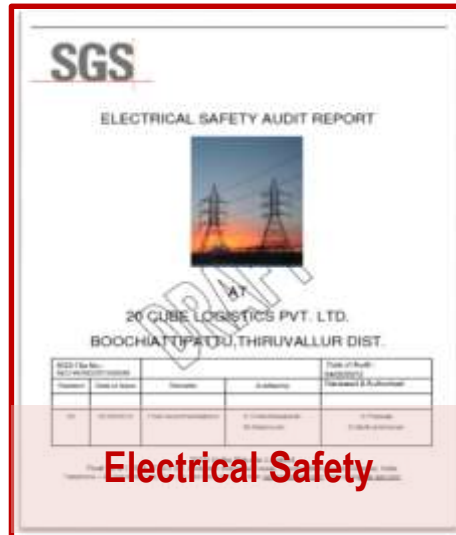
Form for PF & ESIC (Provident Fund & Employees State Insurance) issued by the District Labour Officer. It includes fields for the name of the establishment, the name of the District Labour Officer, and the date of issuance. The form is signed by the District Labour Officer and the District Labour Officer's Assistant.

PF & ESIC



Form for Fire NOC (Notarization Certificate) issued by the Fire Station. It includes fields for the name of the establishment, the name of the Fire Station, and the date of issuance. The form is signed by the Fire Station Officer and the Fire Station Officer's Assistant.

Fire NOC




Electrical Safety Audit Report form issued by SGS. It includes fields for the name of the establishment, the name of the SGS, and the date of issuance. The form is signed by the SGS and the SGS's Assistant.

Electrical Safety



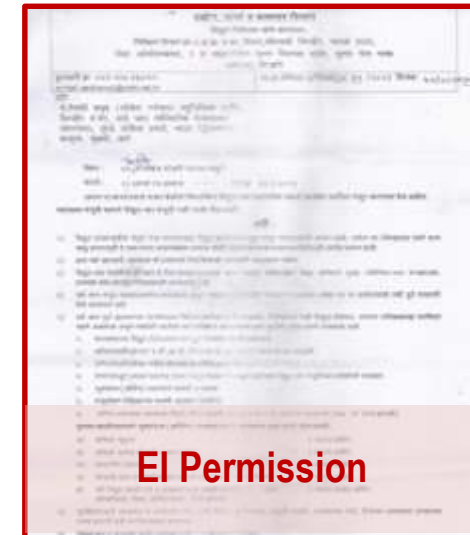
Electrical Safety Audit Report form issued by 20Cube. It includes fields for the name of the establishment, the name of the 20Cube, and the date of issuance. The form is signed by the 20Cube and the 20Cube's Assistant.

Electrical Safety



Earth Testing Report form issued by Aarudra Electrical Engineers. It includes fields for the name of the establishment, the name of the Aarudra Electrical Engineers, and the date of issuance. The form is signed by the Aarudra Electrical Engineers and the Aarudra Electrical Engineers's Assistant.

Earth Testing Report








EI Permission form issued by the District Labour Officer. It includes fields for the name of the establishment, the name of the District Labour Officer, and the date of issuance. The form is signed by the District Labour Officer and the District Labour Officer's Assistant.

EI Permission

Quality & Continuous Improvement



	"KAIZEN IDEA SHEET"		Kaizen No:- 20CUB/IND/KZN-03			
Kaizen Theme:- Fire Extinguisher Stand	Kaizen Idea:- To Provide stand of sufficient height to keep FE above Ground		Zone Coordinator:- Seetharamu HK			
Problem Status:- Access for Handling FE is difficult.	Counter Measure:- 1) Measurement for FE stand is taken, 2) fabricated FE stand as per the quantity. 3) Keep FE at designated area marked with Red color circle near Aisles.		Team:- Suresh , Vishwanath			
Problem Analysis:- (why-why Analysis) <div data-bbox="952 568 1378 599">1. FE handling is very difficult & Blocked</div> <div data-bbox="952 599 1378 631">↓</div> <div data-bbox="952 631 1378 662">2. it is mounted on 7 ft height, and some</div> <div data-bbox="952 662 1378 694">↓</div> <div data-bbox="952 694 1378 725">3. Space requirement from client.</div> <div data-bbox="952 725 1378 756">↓</div> <div data-bbox="952 756 1378 788">4. FE can be shifted to new place near aisle marking.</div> <div data-bbox="952 788 1378 819">↓</div> <div data-bbox="952 819 1378 851">5. one can't keep FE on ground. it will get rusted.</div> <div data-bbox="952 851 1378 882">↓</div> <div data-bbox="952 882 1378 913">6. Some support or provision to keep it above ground level</div>	Before:- (pictorial representation)  		Start Date:- 22.06.13	Completion Date:- 25.07.13		
			Result Area	↓↑	Before	Target
			Productivity (time)	↑	Time wastage	no search time
			Quality			Time saved
			Cost			
	After :- (pictorial representation)  		Delivery			
Root Cause:- Provision to keep FE above ground level		Results:- Fire extinguishers are easily accessible and free from any obstacle.		Scope & Plan for Horizontal Improvement:- This kaizen can be implemented for all WHs, so that FE s will be easily accessible.		
		HSE	↑	Block due to material stacking	FE should not block	Easy access
		Env				
		Morale				

Demo on How to Use Fire equipment



Quality in Daily life - Tool Box Meeting before starting Operation



◆ *Previous day*

◆ *issues*

◆ *Pendency*

◆ *Today plan*

◆ *Despatches*

◆ *Safety topic*

◆ *Appreciation*



20Cube

Thank You