

Business Case: Enhancing Efficiently Through a DG Label & Container Bullet Seal Self-Help Collection

General Information

CWTi would like the teams exploring the implementation of a self-help collection process to enhance the existing manual release of container bullet seals and DG labels to Hauliers in their daily operations.

The manual release (DG label & bullet seal) not only introduces inefficiencies and the potential for errors but also leads to delays, adding to the burden of daily operations due to its highly manual nature.

1. Products

DG Labels and Container Bullet Seals. SCC

Shipping Lines will supply bullet seals and DG labels to the depot for stockkeeping and distribution to their customers' hauliers during empty container pickups. CWT is tasked with maintaining and monitoring the inventory of bullet seals and DG labels and providing monthly inventory reports to the shipping lines.

2. Places

The Container Depot serves as the location for distributing DG labels and bullet seals when hauliers pick up empty containers. A minimum of 200 bullet seals is distributed to respective hauliers daily, while the distribution of DG labels depends on the booking and whether it is deemed necessary.

3. Organization Structure

Cheo Thiam Hong is leading the operation with assistance from Sein Lei, overseeing five counter clerks responsible for daily gate processing, which include the release of DG Labels and Container Bullet Seals.

Issues Encountered

1. Slow Processing: manual releasing is often time-consuming, causing delays and impacting overall efficiency as it includes tasks such as entering bullet seal numbers, identifying the corresponding DG label, and carrying out the extraction process.
2. Dependency on Individuals: Is heavily reliant on employees to release manually and check the balance inventory.
3. Reduced employee satisfaction: Repetitive seal and DG label processing may lead to monotony and reduced job satisfaction.
4. Increase manual workload: self-help could alleviate the workload on support teams, allowing them to focus on more complex tasks.

5. Errors and inaccuracies: Manual update bullet seal number prone to human error, leading to inaccuracies in data entry.

Requirements

Provide the specific recommendations or solutions based on below requirements:

1. Enhance current manual release of DG Label and Bullet Seal to self-collection.

Sustainability Element: Sustainability benefits by reducing paper usage, streamlining processes and improving data accuracy.

2. Digitalize DG Label and Bullet Seal report and auto trigger to respective shipping lines.

Sustainability Element: Sustainability development by continuals seek opportunity for improvement and innovation to explore new technologies, practices and processes

Open House

The Open House will be on:

6/May/2024: 10AM-12PM or 2PM-4PM

7/May/2024: 10AM-12PM or 2PM-4PM

8/May/2024: 10AM-12PM or 2PM-4PM

47 Jalan Buroh, CWT MLH, North Lobby, #07-03, CSRS Office, S619491.

Contact person: Paul Tee, DGM

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Team leader to send email to the contact person in advance regarding the number of persons going to the open house.