

**“The overall experience with Business Beam was excellent and highly beneficial for the company.”**

**Hasan Arman, Manager  
BPR**

**“We have organized ourselves well due to this exercise. We have also developed SOPs, that we unable to produce since last 10 years.”**

**Asif Khan, Business  
Manager OLE**

## TCS Logistics (Pvt.) Limited

### Summary

Number of Employees:	800+
Geographic Scope:	Karachi, Lahore and Islamabad, Pakistan
Project Dates:	November 2006 – March 2007
Scope of Services:	Gap Analysis, Documenting Policies, Processes & Procedures, In-house Trainings, Process Implementation Support, and Internal Quality Audit

### Background

TCS Logistics (Pvt.) Limited comes under the umbrella of TRANZUM enterprises. It is also the sister concern of TCS (Pvt.) Limited, which leads the Pakistani courier industry with offices in UAE, Canada and UK. With a modest start in the transport business in 2002, TCS Logistics soon grew into a total logistics solution provider offering Overland Express, Warehousing & Distribution, Fleet Solutions services.

To maintain this explosive growth and improve the organization’s stability, the company decided to improve operational processes and implement Quality Management System based on ISO 9001.

### Approach

Business Beam started the project by an introduction training followed by the assessment of current business practices of the organization. Almost all of the executives and professionals working at the senior or middle level positions were consulted in this process. Based on this assessment, our advisors documented the current business processes.

In the next step, our advisors along with the company representatives reviewed these processes. Interdependencies were highlighted and improvement opportunities to gain operational efficiencies and management controls were identified. Based on these outcomes, the processes were significantly enhanced. Besides the core business functions, processes were defined and enhanced for all the support departments like human resources and information technology.

To ensure sustainable changes, our advisors frequently mentored the process owners and implementers, in all the three cities. Training on conducting Internal Quality Audit (IQA) was provided to the TCS Logistics’ team. Our advisors also lead the first IQA process.

### Results

Besides the ISO 9001:2000 certification, TCS Logistics’ core objectives were to achieve business and operational benefits. These objectives are well addressed as several core business processes were re-engineered for optimum performance. The new and highly enhanced quality system was defined and implemented, and almost immediately, the company begun witnessing its benefits.

**TCS Logistics (Pvt.) Limited has successfully achieved ISO 9001:2000 certification for its Karachi, Lahore and Islamabad offices.**