

Case Study.

DHL.

United States.

Supply Chain and Logistics.

Developing strong leaders to support a world-class, people-centric supply chain

Challenge

Part of Deutsche Post DHL Group, a global leading postal and logistics company, DHL provides solutions for any logistics need.

Its McDonough, GA site wanted to develop the skillsets of its frontline managers to help them become better leaders and stay connected with their teams.

Solution

Our dss+ Humex experts worked with DHL, improving its managers' coaching abilities and leveraging its Operational Performance System to increase employee engagement and performance:

- Alignment of leadership development plans with team's priorities
- Implementation of proactive leadership practices to optimise management system use
- Training of 12 managers to become internal coaches
- Establishment of action-oriented meetings and follow-ups
- Optimisation of methods and procedures throughout the workflow
- Implementation of feedback loops to connect results to strategic plans

"By training our managers to be coaches, we have helped them become better leaders. This is how we pursue our vision and maintain our strong position as a global supply-chain leader."

Senior Lean Transformation Advisor, DHL

dss+

Protect. Transform. Sustain.



Operational results

- 1.9:1 ROI
- 30% warehouse productivity improvement
- 20% co-packing area productivity improvement



Strategic results

- Strengthened leaders' management capabilities
- Improved processes to identify early signs of employee disengagement
- Creation of a sustainable coaching culture

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