

1. CUSTOMER SEGMENT(S)

CS

Customers are the important part of the sector who apply for the delivery and taking delivery of their purchases in different ways, requiring not just multi-channel but omni-channel strategies. They want products to be produced and supplied sustainably, and to pay less for them. And emerging markets are no longer just centers of production; they are becoming major areas of consumption too.

2. JOBS-TO-BE-DONE / PROBLEMS

- To identify Type of service
- To collect the required data
- To visualize the data
- To analyse the source and target location
- To identify the top contributor over the Country/City

6. CUSTOMER CONSTRAINTS

There may occur situations such as Labor and Shipping Shortages, Managing Complex systems, Handling Customer expectations. Local government health guidelines also play a part in restricting workforce numbers. For example, China has instituted a mandatory seven-week quarantine for returning cargo crews. Customers will always want to know where their products are and when they will arrive. Speed and convenience are key performance indicators for

9. PROBLEM ROOT CAUSE

RC

The COVID-19 pandemic has put health and safety at the forefront of worker concerns. Surges in late 2021 and early 2022 have placed much of the personnel in quarantine. This problem has left their other coworkers overworked and severely understaffed to handle the massive influx of shipments.





5. AVAILABLE SOLUTIONS

It was difficult to devote sufficient resources to running its domestic supply chain effectively and to delivering the high levels of service expected by its customers in Japan. To accomplish all of these objectives, the manufacturer chose to outsource the management of its supply chain operations in Japan to a single third-party logistics (3PL) provider that would operate as the technology company's Lead Logistics Provider (LLP). To keep track of the target location and identify the better way to reach them with known vehicle and short route

7. BEHAVIOUR

BE

To accomplish all of these objectives, the manufacturer chose to outsource the management of its supply chain operations in Japan to a single third-party logistics (3PL) provider that would operate as the technology company's Lead Logistics Provider (LLP). The company sought a global LLP that in addition to performing specified logistics services could also apply world-class expertise, knowledge, and oversight to the entire domestic logistics operation. The manufacturer selected DHL Supply Chain as its strategic LLP partner.

<p>3. TRIGGERS </p> <ul style="list-style-type: none"> ➤ Customers having problems with clients situation ➤ Trying to surpass opponent companies ➤ Learning strategies to increase business ➤ Heavy loss in business 	<p>10. YOUR SOLUTION </p> <p>Using the regression analysis to predict the target location. Regression analysis is a powerful statistical method that allows you to examine the relationship between two or more variables of interest. We can keep track of parcel or mail service using the 10 digit tracking number. If you do not have a tracking number, we advise you to contact your shipper. However, if you have other shipping reference numbers, they may work using shipment tracking systems of the specific business unit in charge of the shipment</p>	<p>8. CHANNELS of BEHAVIOUR </p> <p>Customers can give feedback and contact the service manager or particular authorized person through the mail service, chatbot or contact number.</p> <p>Customers in online represents the most delivered item and charges that represents the service for the item</p> <p>Customers in offline can post the object with seal of the particular branch and address specified delivered at the target.</p>
<p>4. EMOTIONS: BEFORE / AFTER </p> <p>Customer Lifetime Value (CLTV) is the total revenue a customer generates throughout his or her period of association with an organization. It is relevant metric because it helps ecommerce business owners know whether their customers are becoming more or less valuable.</p>		