

**Overview of  
Employee  
Development  
Program  
&  
Strategic  
Analytics  
Initiative**



**NEXUS LOGISTICS SOLUTIONS**  
**DELIVERING EXCELLENCE**

# Agenda

- Company Overview
  - Key Business Units
  - Employee Development Program
  - Strategic Analytics Initiative
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# NLS Company Profile

Nexus Logistics Solutions provides comprehensive logistics and supply chain solutions, specializing in freight forwarding, warehousing, transportation management, and supply chain consulting.

Serving a diverse range of industries, NLS is known for its efficiency and reliability. We take pride in our innovative approach to logistics challenges.

**Industry:** Logistics and Supply Chain Management

**Founded:** 2008

**Headquarters:** Chicago, Illinois

**Global Presence:**

- 25,000 employees worldwide
- Locations in North America, Europe, Asia & Latin America



# Key Business Units



## Freight Forwarding

Air, sea and land freight services  
Customs brokerage and compliance  
Global trade management



## Warehousing and Distribution

Multi-client and dedicated warehousing  
Inventory management  
Order fulfillment and distribution



## Transportation Management

Fleet management and optimization  
Last-mile delivery solutions  
Carrier selection and management



## Supply Chain Consulting

Supply chain design and optimization  
Risk management and contingency planning  
Sustainability and green logistics

# Global and Regional Structure

**Global Headquarters: Chicago, IL**

## **Regional Centers**

- Larger, more comprehensive facilities that act as hubs for an entire geographic region.
- Coordinate and manage the broader strategic and operational functions of the company within that region.

## **Local Offices**

- Smaller, more focused operations that manage day-to-day logistics activities within specific cities and their neighboring geographic areas.
- Serve as the operational "boots on the ground" in their respective locations.

## **Regional Centers:**

**North America:** New York, Los Angeles, Toronto, Denver

**Europe:** London, Rotterdam, Frankfurt

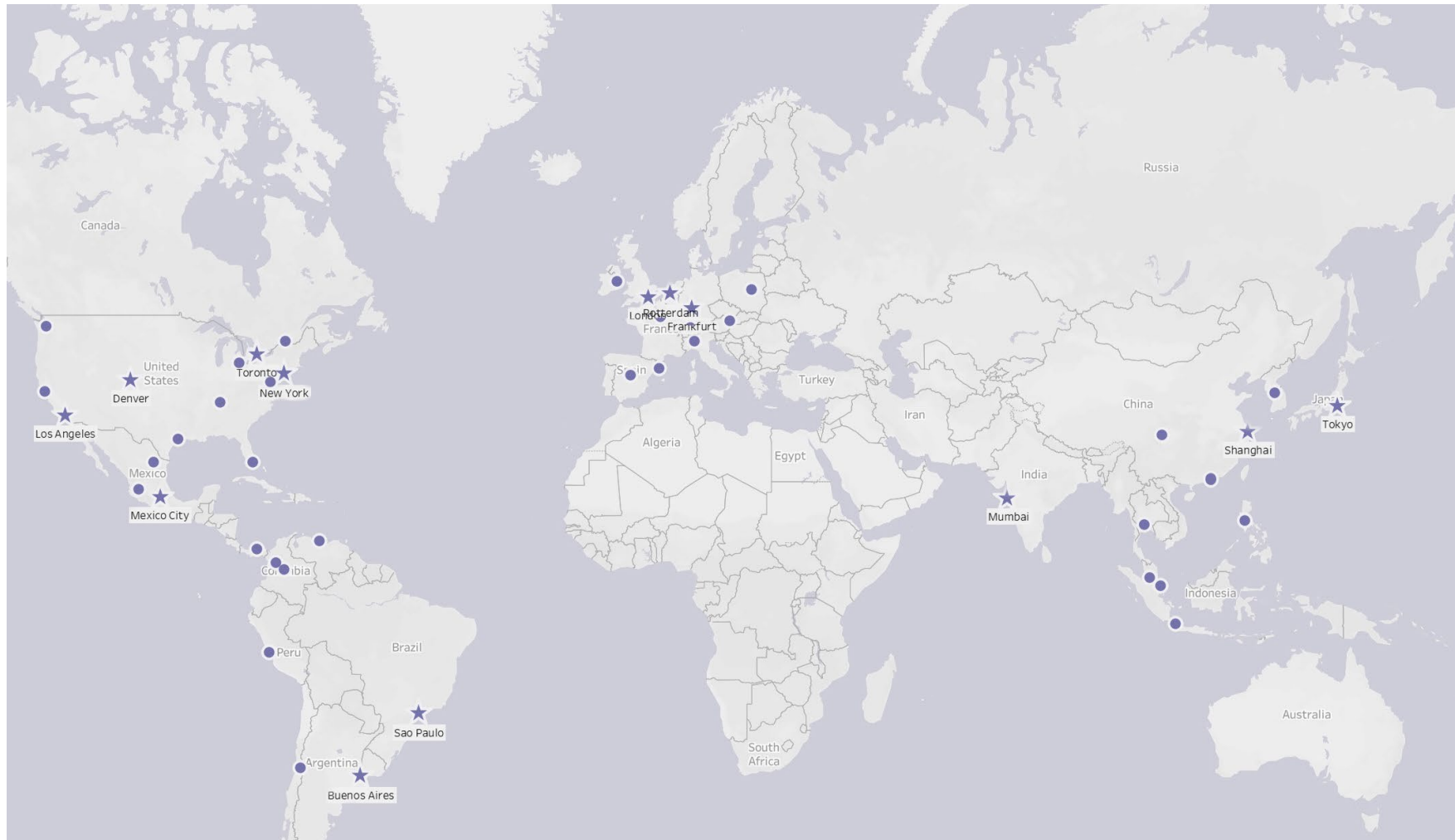
**Asia:** Shanghai, Mumbai, Tokyo

**Latin America:** Sao Paulo, Buenos Aires, Mexico City

## **Local Offices:**

Over 50 local offices across the globe

# Global and Regional Structure







# Employee Demographics

**Age Distribution:** 25-65 years

**Gender Distribution:** 60% male, 40% female

**Education Level:** 30% with high school diplomas, 50% with associate or bachelor's degrees, 20% with advanced degrees

**Experience Level:** Entry-level to senior management

# Employee Development Program

## Program Overview:

NLS is committed to the continuous professional development of its employees to ensure high service standards and operational excellence. The company has implemented an extensive employee training and development program to enhance skills, improve performance, and support career advancement across its global workforce. Nexus Logistics Solution's employee development program ensures that employees have the necessary skills and knowledge to excel in their roles, contribute to the company's success, and drive innovation in logistics and supply chain management.

## Implementation:

### Training Centers

- North America: Chicago, New York
- Europe: London, Rotterdam
- Asia: Shanghai, Singapore, Mumbai
- Latin America: São Paulo, Buenos Aires

### Virtual E-Training Platform

- Global access to e-learning modules and interactive simulations
- Online forums and communities for knowledge sharing and collaboration



# Employee Development Program

## Skills Development:

- In-person and online training on logistics and supply chain skills.

## Certifications & Education:

- Support for certifications and advanced degrees.

## On-the-Job Training:

- Job rotation and mentoring across departments.

## Leadership Programs:

- Workshops and coaching for leadership skills.

## Performance Plans:

- Tailored plans with regular feedback.

## Team-Building:

- Workshops and retreats to enhance teamwork.

## Knowledge Sharing:

- Best practices forums and "Lunch and Learn" sessions.

Focus for  
Analytics  
Initiative

# Employee Development Program: Assessment

## Performance Metrics:

- **Skills & Competencies Development:** Assessments to evaluate improvement in technical and operational skills
- **Employee Engagement:** Surveys to measure satisfaction with training programs
- **Career Progression:** Tracking promotions, certifications obtained, and role changes
- **Performance Improvement:** Monitoring key performance indicators (KPIs) pre- and post-training

## Outcome Metrics:

- **Employee Retention:** Higher retention rates due to increased job satisfaction and career growth opportunities
- **Operational Efficiency:** Improved efficiency and reliability of logistics operations driven by better-trained employees
- **Client Satisfaction:** Enhanced client satisfaction and service quality resulting from a well-trained workforce

# Employee Development Program:

## Skills & Competencies Development

### Workshops and Training Sessions:

- **Technology and Systems Trainings:** Short courses conducted in training center computer labs, offering training on logistics software, warehouse management systems (WMS), and transportation management systems (TMS).
- **Logistics and Supply Chain Management Workshops:** 1 – 3 day sessions held in a classroom environment, covering topics such as supply chain dynamics, logistics operations, and inventory control. Workshops highlight newly developed theories and methodologies to keep employees abreast of trends and innovations in the industry.

### E-Training Courses:

- **Virtual Technology and Systems Trainings:** Short courses delivered online via live Zoom sessions, offering training on logistics software, warehouse management systems (WMS), and transportation management systems (TMS).
- **Special Topics Modules:** A library of online, self-paced courses covering a range of industry-related topics.

# Current Skills & Competences Course Offerings

Course ID	Course Title	Course Description
101	Logistics Software Essentials	Introductory course covering the basics of logistics software, including TMS and WMS
102	Intro to NERP	Comprehensive overview of Nexus Enterprise Resource Planning (NERP) system, highlighting how NERP integrates logistics into business processes across the Nexus organization.
103	Advanced Warehouse Management Systems (WMS)	In-depth course on advanced features of WMS, focusing on inventory management and automation.
104	Advanced Transportation Management Systems (TMS)	In-depth course on optimizing transportation networks using TMS.
105	Supply Chain Optimization Strategies	Advanced course focused on designing and implementing effective supply chain strategies, including risk management.
901	Logistics Software Essentials - Virtual	Introductory course covering the basics of logistics software, including TMS and WMS
902	Intro to NERP - Virtual	Comprehensive overview of Nexus Enterprise Resource Planning (NERP) system, highlighting how NERP integrates logistics into business processes across the Nexus organization.
904	Advanced Transportation Management Systems (TMS) - Virtual	In-depth course on optimizing transportation networks using TMS.
991	Automation in Logistics	Special topics course on technical aspects of robotic process automation (RPA), automated guided vehicles (AGVs), and warehouse management systems (WMS) integration.
992	Cybersecurity in Supply Chain Management	Special topics course covering securing logistics networks, protecting sensitive data across supply chain systems, and implementing cybersecurity best practices in transportation management systems (TMS) and warehouse management systems (WMS)

# Skills & Competencies Development: Assessment

## Assessment Tracking:

- Each assessment identified by a unique Assessment\_ID, which tracks individual employee evaluations.

## Scoring Methodology:

- Intake Proficiency Score: Assesses the employee's proficiency in relevant skills at the start of the training. Reflects the baseline level of knowledge or skill.
- Intake Applications Score: Assesses the employee's ability to apply their skills to real-world scenarios at the start of the training. Reflects the baseline level of practical application ability.

## Outcome Measures:

- Outcome Proficiency Score: Evaluates the improvement in proficiency after completing the training. Reflects how much the employee's knowledge or skill has advanced.
- Outcome Applications Score: Evaluate the employee's ability to apply their skills to real-world scenarios after completing the training. Reflects the real-world, practical effectiveness of the training program.

## Performance Analysis:

- Difference between the intake and outcome scores helps in determining the effectiveness of the training program, showing how much employees improved in both proficiency and practical application of skills.

# Skills & Competencies Development: Utilization

## Course Enrollment Tracking:

- Each time an employee enrolls in a course, a unique Enrollment\_ID is generated.

## Program Utilization Analysis:

- Currently, we monitor the total number of courses taken by employees across all local offices to gauge overall engagement in the training programs.
- More in development....



# Strategic Analytics Initiative: Program Utilization



## Goal:

Leverage historical course enrollment data to better understand utilization of our Skill & Competencies Development Program

- Explore differences in enrollment across courses and local office locations
- Identify patterns and trends in employee participation



## End Uses:

- **Refine course offerings:** Optimize subjects covered, course modalities and engagement strategies at local office based on data-driven insights
- **Best practices identification:** Pinpoint local offices with high training participation to extract best practices that can be implemented across the organization
- **Gap analysis:** Detect gaps in the current course offerings to ensure comprehensive skill development opportunities for all employees

Thank you

