



“We want to use our resources efficiently and in a responsible manner. This requires the efficient management of environmental data.”

Lindsay Zingg, Global Head of Quality, Health, Safety & Environment, Panalpina

More time for core business thanks to efficient data management and flexible reporting

The Panalpina Group is a leading global provider of supply chain solutions, focussing on air freight, sea freight and logistics, and is represented in more than 500 locations in over 70 countries. Like its customers, the company attaches a great deal of importance to CSR management and the sustainability communication associated with it. In order to efficiently process a range of environmental data and KPIs, Panalpina has begun using the web-based software solution ECOSPEED Business.

Initial situation: extensive use of environmental data and KPIs

For Panalpina, the efficient management of environmental data is of vital importance, as data and figures are of key relevance to both internal and external sustainability communication. For example, environmental data are incorporated into the annual sustainability report and CDP report, are required for ISO 9001 and ISO 14001 certification and are also used to produce reports, to determine and monitor internal targets as well as for general customer communication.

Added to this is the management of health and safety KPIs, which serve in particular as internal regulatory measures for the company, and which are of relevance for OHSAS 18001 certification. Transparent health and safety statistics are now more important than ever before for external customer communication too, as the company is being confronted with the ever-increasing expectations of its customers in terms of CSR management.

The challenges: data collection and management across the various levels of the company

Prior to the introduction of ECOSPEED Business, environmental data was primarily managed using MS Excel. Data consolidation and report generation within the various levels of the company were therefore extremely laborious and prone to error. The cost of quality assurance associated with these processes was correspondingly high, and not all reports were able to be produced with the desired frequency or topicality.

Solution using ECOSPEED Business

The ECOSPEED experts worked closely with Panalpina to analyse the processes and target requirements. Once the organisational structure, user roles and system boundaries had been mapped out, ECOSPEED Business was quickly established as a platform to enable data to be entered into a central database from sites in every country by means of the internet.

The quality of data entered into the system can be improved through the use of plausibility testing carried out on the basis of previous data, status monitoring during data entry and the possibility of adding sources and comments to data. This also significantly reduces the amount of effort required to consolidate data.

Since its initial launch, during operation, ECOSPEED Business has been gradually adapted and expanded on the basis of analyses to meet Panalpina's requirements.

To start with, specific KPIs were defined and implemented. These can now be produced “on the fly” at any time and at all levels of the business on the basis of the most up-to-date information and can be compared with self-defined targets. In order to enable the reliability and the completeness of the data to be monitored, management is supported by a status indicator for the entire data entry process.

Secondly, ECOSPEED Business has been expanded to include specific internal and external reports for Panalpina. In terms of the environment, a report has been created that can be easily compiled and produced for the desired business unit. This will enable the environmental indicators for each business unit to be recorded and compared with the targets on a six-monthly basis.

Following the success with the environmental data, ECOSPEED Business was expanded to include the compilation of health and safety data at Panalpina. These are compiled on a monthly basis and individual reports can be created at the press of a button for the desired business unit and released in response to customer requests.

Summary

The introduction of the ECOSPEED Business central platform has not only resulted in a significant reduction in the number of errors contained within the data, it has also significantly reduced the amount of work required to collect and consolidate the data, which has had a positive effect on the cost structure.

Environmental indicators and other CSR figures, as well as internally-defined targets can now be easily recorded, checked and released for internal or external purposes by means of specific reports. At the same time, Panalpina is able to increase the amount of data collected and the number of reports generated as and when required.

ECOSPEED Business solutions for efficient CSR management

With our flexible software solutions and supportive advisory services, we will help you to make your CSR management processes even simpler and more efficient. You can find more solutions on our website at <http://www.ecospeed.ch/business/en>