

#030 SHOULD WE EXPECT MANY TRANSPORT COMPANIES TO FILE FOR BANKRUPTCY IN 2020?

Distribution

Industry

Customer Service



Communicating with clients means «establishing regular communication» beyond the initial crisis starting point. Not only to understand as closely as possible the evolution of needs, but also to decide on the work in progress, their capacity to be carried out and their deadline and conditions of execution.



TRANSPARENCY AND REAL-TIME COMMUNICATION

The important thing is to adopt a policy of absolute transparency at all times with its customers, ideally through direct contact, but also through website updates and even communication on social networks.





TAKE THINGS UP A NOTCH

Perhaps the best way to do this is to move up a notch in the hierarchy of interlocutors on both the sender and receiver sides. The same applies to any information on deviations and difficulties encountered in relation to service commitments at this time.

For example, it is necessary, in particular, to manage deliveries that could not be received in the event that no one was present to receive them, and to ensure that in the event of a new presentation they will not be refused.

Depending on the context, each company has to decide whether or not to process the backorders on partial orders, to «free itself» of them. **In order to get out of a situation of suffocation, it may indeed be relevant to decide to no longer (temporarily) deal with delays.** Each case must be assessed according to the value and volume of these backorders, and the customer must be kept informed.



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| About ASLOG

ASLOG brings together more than 400 companies from all sectors, with 2,000 professionals working together to promote and build tomorrow's Supply Chain. ASLOG is a neutral and independent association that addresses Supply Chain issues.

As early as 1972, visionary men sensed that this function would be decisive for all companies. For almost fifty years, professionals in the sector have made ASLOG the reference partner.

ASLOG is the privileged interlocutor of institutions and public authorities on all questions relating to the sector.

| #supplychain4good

The **#SupplyChain4Good** community was created at the initiative of Michelin and ASLOG, as part of the Movin'On ecosystem, in favor of a more sustainable mobility of goods.

#SupplyChain4Good's ambition is to federate the actors who work for Supply Chains that are simultaneously good for the planet, the people and the business performance. The members of this community are «shippers» (industrial and commercial companies), «operators» (transporters, logisticians, shipping companies, ports...), «support functions» (academics, consultants, information systems, regulators, NGOs...).

They cover all economic sectors and all regions of the world. Their work takes place throughout the year and culminates in the annual Movin'On Summit, the world summit on sustainable mobility.