



Young Professional & Student
Conference 2025

Supply Chain Mavericks: Shaping Tomorrow, Today

**New Supplier Go-live: The importance of
Supplier Relationship Management in Supply
Chain Management**

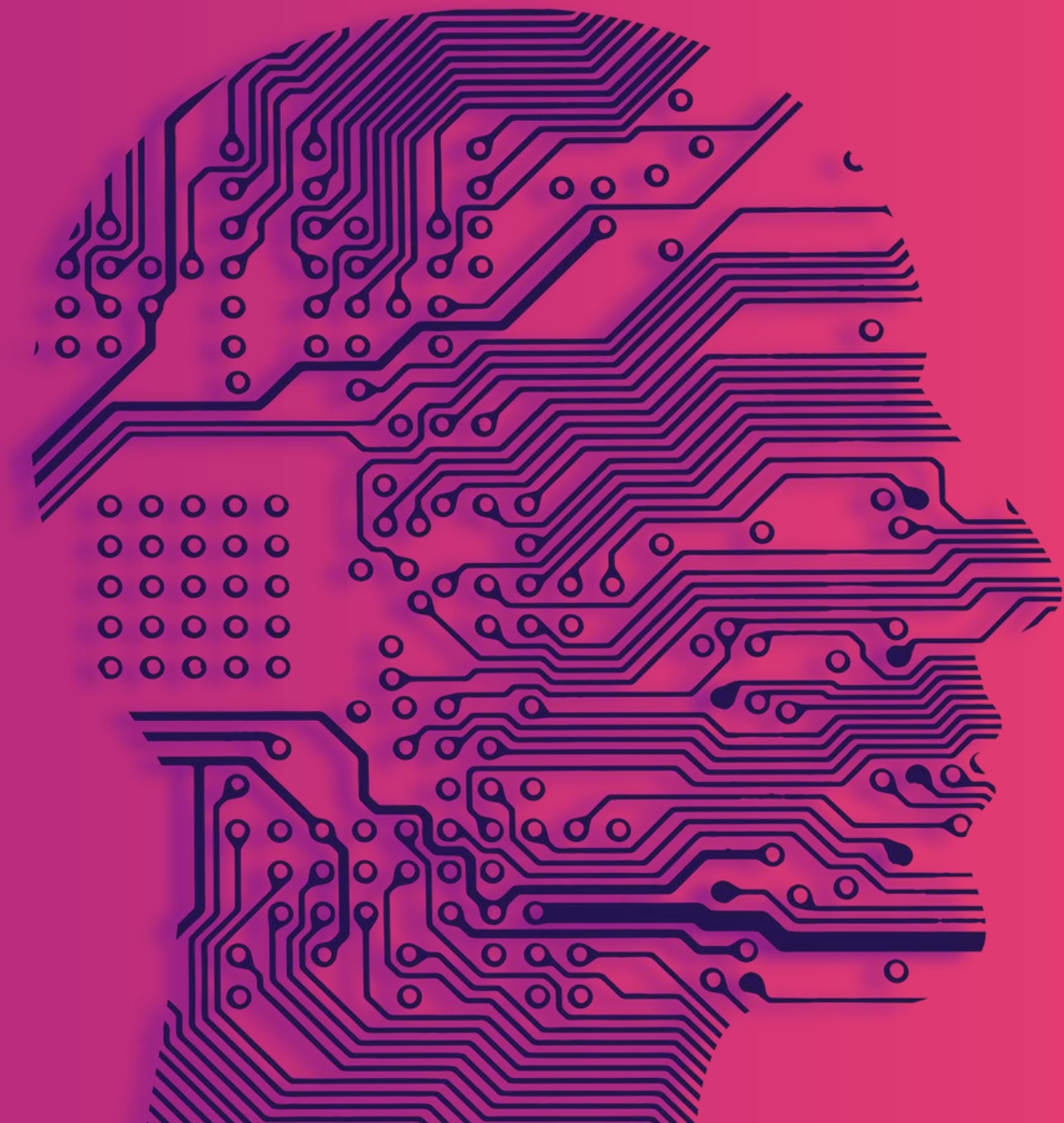
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DP WORLD



Firstly...



- **YOU**-ng Professionals
- SAPICS
- DHL ♥
- Suppliers
- DP World

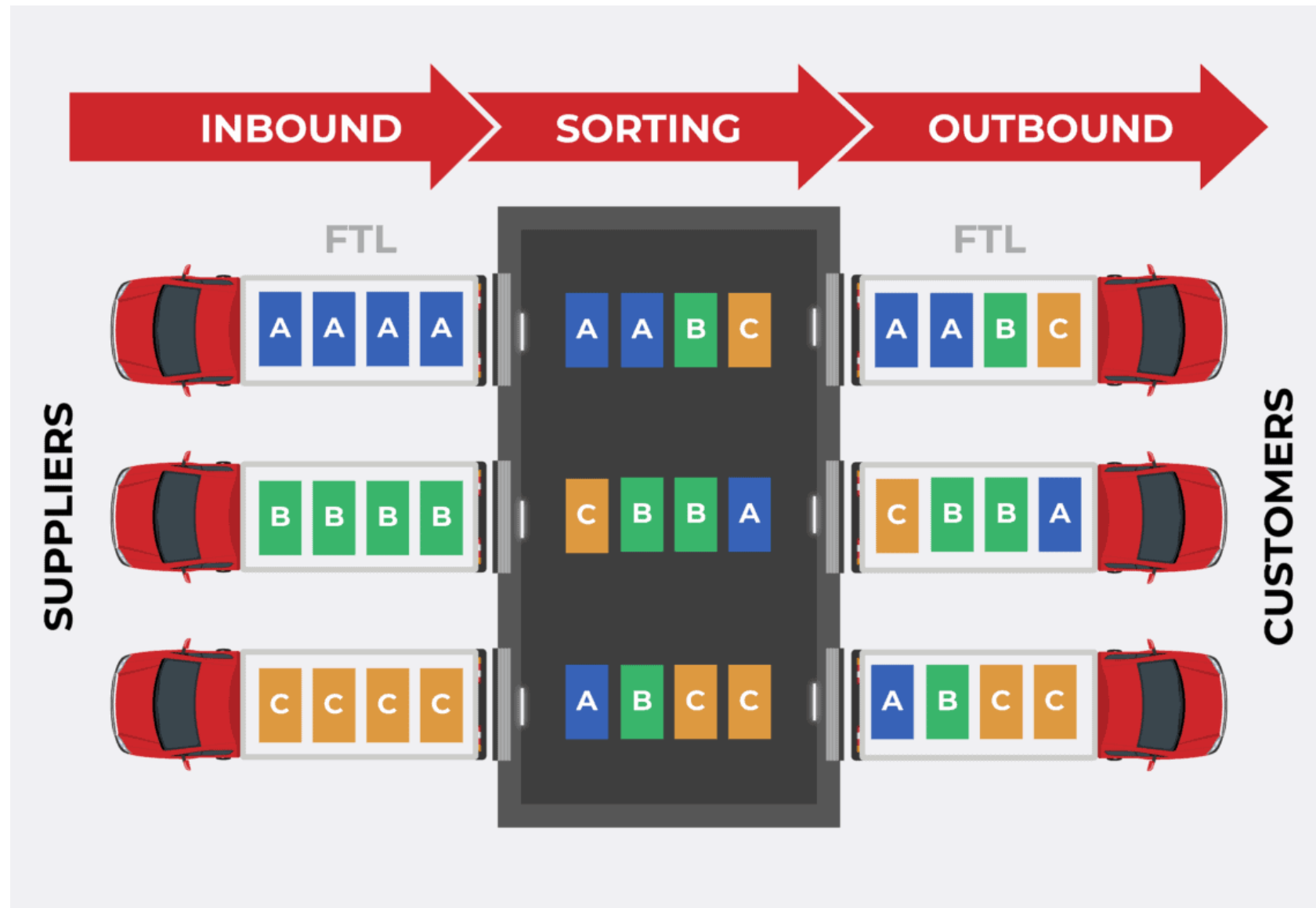
We are here today...



New Supplier Go-live: The importance of Supplier Relationship Management in Supply Chain Management

Cross Dock Supplier Transition

What is “Cross Docking”..?



- Distribution strategy
- Little to no storage and handling
- Units arrive in bulk from source
- Orders picked per customer needs
- Orders distributed by route

Why outsource..?



- Play to your strengths
- Economies of scale
- Cost benefits
- Technology deployment
- Flex & scale
- Service excellence

What happened..?



- Supplier fatigue
- Increased costs
- Unhappy customers
- High supplier staff turnover
- Communication gaps
- KPI regression
- Increased stock losses
- Increased escalations
- Daily micromanagement

Change was needed..!



- Procurement process launched
- Cost simulations requested
- Perform due diligence checks against predefined criteria
- Supplier selection
- Notice & exit current supplier agreement
- Amicable closure of relationship

Now what..?



- New supplier relationship forming
- Project management for go-live
- Team introduction & collaboration
- Training
- System integration
- Cut-over planning
- Stock transition
- Hypercare

Where does SRM come in..?



Source: Kodiak Hub; SketchBubble

Conclusion...



- **It takes logistics expertise to manage a logistics partnership**
- Customer is King, but supplier is Queen
- Look after suppliers – make the effort
- It's all about trust!
- DHL motto - Respect & Results

Any questions..?



Catch it if you can!!

