

DIESL'S QUALITY EDGE

Our Approach

Our main stay at DIESL is to provide quality service to our clients. We dwell in the quality conscious culture. Our processes are audited for the quality benchmarks we set for business operations. This leads to identifying areas of improvement and training our personnel to excel in the areas identified.

Our Belief

“Excellence is not an exception, it is a prevailing attitude.”

Our firm belief to achieve excellence is through regular improvements. We constantly channelize our efforts to locate and identify areas of improvement through quality audits. Such audits serve to identify and assess the performance of warehouses and also identify training needs.

Our Edge - Caliper

- We are a process driven organization governed by a stringent, in-house quality program termed 'Caliper'.
- Caliper run by the Business Excellence Team at DIESL is used to measure the warehouse performance and helps in continual improvement thus distinguishing DIESL from other logistics service providers.
- This program guides us to unprecedented heights of quality in our services and solutions.
- A unique and the only quality program of its kind in the industry, it evaluates and builds high levels of quality in all aspects of warehousing, from site selection to operation, management, regulatory aspects, safety and security.
- Our relentless focus on enhancing the quality levels has earned us an ISO 9001:2008 certification and TBEM (Tata Business Excellence Model) accreditation.

Key Highlights of Caliper

Caliper measures Warehouse Performance based on certain pre-defined parameters. Caliper assesses the warehouse with the help of four quality tools – 5S, Lean, Six-Sigma and ISO. Each quality tool is assessed on various parameters, based on which the warehouse is graded as A+, A, B and C.

The Caliper module has five section:

5 S MANAGEMENT	LEAN MANAGEMENT	SIX SIGMA MANAGEMENT	ISO ANALYSIS & COMPLIANCE	SELF-EVALUATION
Management of "Sort"	Profitability	SLA - KPI Analysis	ISO Analysis Check points	Self-identified constraints
Management of "Set"	Manpower Efficiency	Inventory Accuracy & Management	Warehouse IR & Compliance	Self-identified opportunities
Management of "Shine"	Space Utilization	Shortage - Damage Analysis	----	Self-identified efficiency improvement proposal
Management of "Standardize"	Asset Management	Order Execution Analysis	----	----
Management of "Sustain"	Customer Value - Listening to Voice of Customer	Complaint Management	----	----
Special - S "Safety"	Performance Metrics	CIP Analysis	----	----
	Benchmark of Best Practices	Customer & Supplier Billing Analysis	----	----
	Road Permits	Supplier Satisfaction	----	----