The Global Language of Business

ECR Italy

The Certified Delivery Project

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Building the project

GS1 Italy

ECR ITALY EFFICIENT CONSUMER RESPONSE

Digitalization

Supply chain efficiency and collaboration

Sustainability

Reduce the delivery time by reducing the time required for quality check

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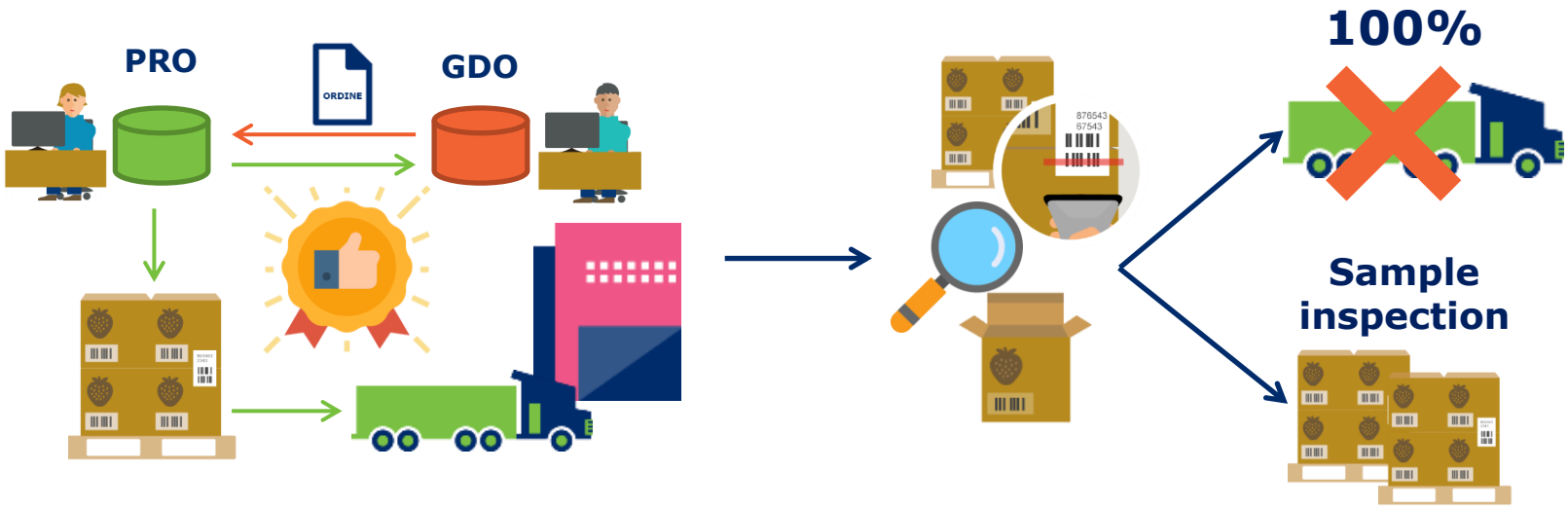
Building the project

Reduce the delivery time by reducing the time required for quality check



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Building the project

logyca

Up to 70% reduction of **unloading time**

11% to 40% improvement in **complete and on time deliveries**

Up to 71% reduction of **returns**

Up to 90% reduction of **reworks** due to wrong quantities, defects

Italian companies

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Building the project

Italian companies

Objectives

- Identify the **main elements** of the certified delivery
- Define the **theoretical model** for the certified delivery
- **Provide guidelines** on how to implement the certified delivery model
- **Guide pilot projects**

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Certified delivery: A definition

The **certified delivery** consists of a **delivery process** that is **shared and standard** and aimed at ensuring **high delivery quality** and **operational efficiency** at all **order-to-cash** stages.

The certified delivery is achieved through a **testing phase** that companies undertake to:

- **Adapt processes**
- **Build trust**

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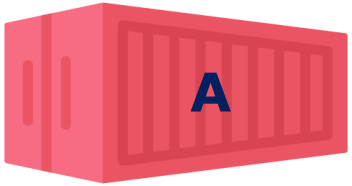
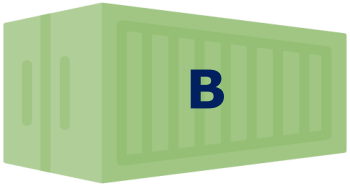
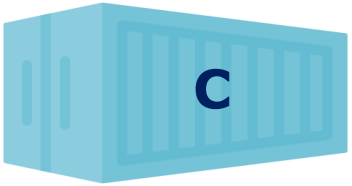
Certified delivery: The main elements



DEFINITION OF THE BEST-IN-CLASS DELIVERY PROCESS



QUALITY CHECK PROTOCOL (data check and physical check)



DEFECTS AND RETURNS MANAGEMENT PROTOCOLS

D TESTING PHASE

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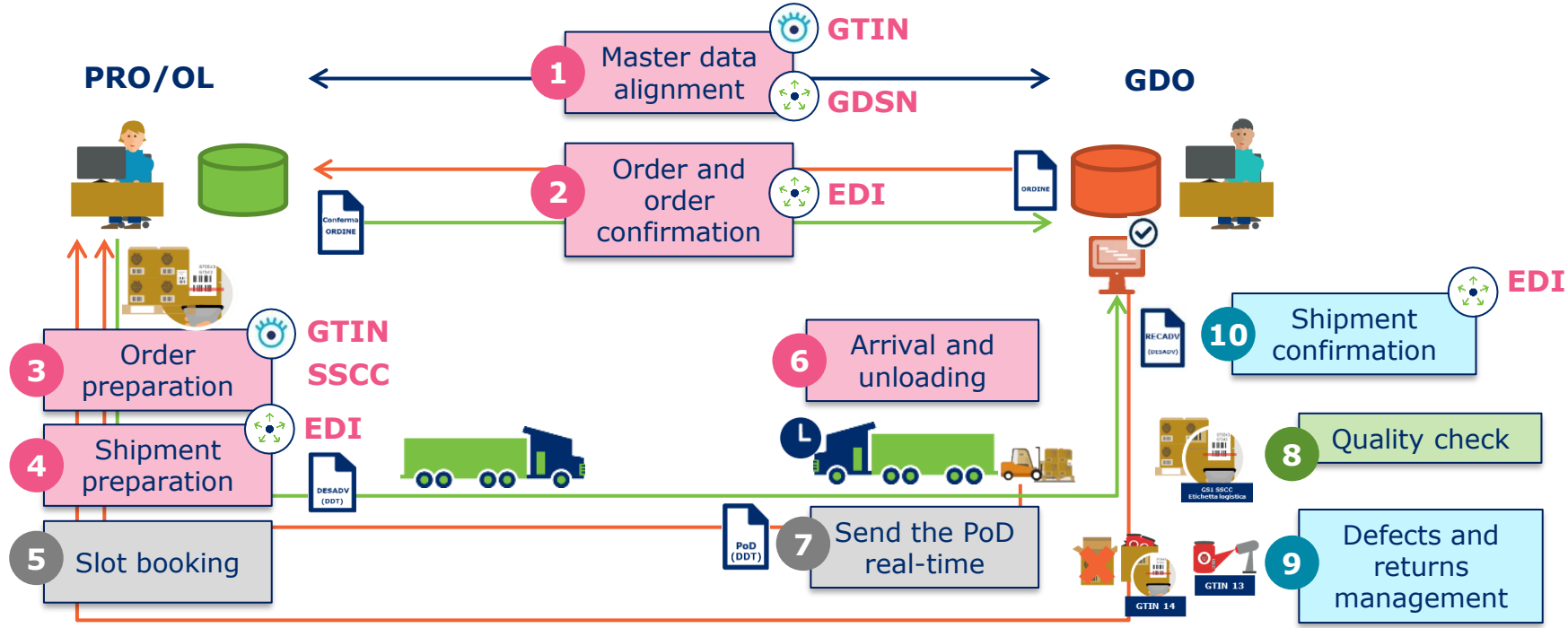
Certified delivery: The main elements



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Certified delivery: The main elements

- Build the model for the certified delivery
- Provide the guidelines for its implementation
- Support and guide pilot projects

- Identify areas for improvement
- Identify barriers to implementation
- Support companies toward a more extensive implementation of the GS1 standards

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Work plan: Process

1. **Model design** – delivery process, quality check, defects management, testing phase (**Dec 2024**)
2. **Pilot projects** (**2025**)
3. **Fine tuning** (**2025**)
4. **Result dissemination and training**

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Work plan: GS1 Standards

1. Qualitative **questionnaire** on the adoption of GS1 standards (identify, share)
2. In-dept **interview**
3. **One-to-one results** disclosure and suggestions for improvement
4. **Final report** (**Dec 2024**)

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Thank you!

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