

AEROSPACE & AVIATION SOLUTIONS



Client's Requirements

Provider to acquire and sustain a detailed understanding of client's business and changing supply chain needs, optimally positioning itself to provide both simple and complex supply chain solutions as needed.

Solution

Lynden established a Quality Business Review process to assess client needs, document and measure critical account requirements and KPI's, continually review and manage performance, and achieve a strong command of client's business strategy and changing requirements.

Results

98% and above sustained on-time performance and flexibility to implement new services, such as a dedicated warehousing and logistics operation.

Lynden International works with commercial and military aerospace companies to provide industry-specific transportation and logistics solutions. One of our client's, in fact, is a leading manufacturer of aircraft passenger cabin interiors for the commercial and business jet aircraft market. We provide this client lower 48 and international air and ocean export and import services, coordinating supplier activity to their sites to meet customer on-dock dates. We serve as this client's designated heavy weight carrier for priority and 2nd day service, which includes expedited air freight with time definite deliveries to client sites, suppliers and remote locations such as FAA testing labs.

Our client required a provider, which demonstrated a willingness to immerse in their business, forming a strong partnership in the process and working closely with their employees, sites and suppliers to gain a thorough understanding of their supply chain needs. Lynden responded by initiating a formal Quality Business Review (QBR) process that facilitated open lines of communication between key members of each organization, ensured our ability to gain the necessary knowledge and insight into their business activities, and generated a system of measurement, reporting, and corrective action to produce desired outcomes.

Over nearly a decade of service this approach has consistently resulted in Lynden's ability to expertly handle our client's logistics needs, whether simple or complex. We move their shipments throughout the world and consistently achieve 98% and above on time performance, while maintaining a very low claims ratio. In addition, we've demonstrated the ability to tailor specific logistics solutions to our client's needs, most recently establishing a dedicated warehousing and storage operation. This operation provides logistics and warehousing services to manage short and long term storage of seats, palletized finished goods, and partial shipments.

Our client also employs Lynden's feature-rich EZ Commerce shipping system, which has proven to be a valuable tool for their purchasing department.