



### The Project

Whilst each of the countries in the DHL European Network operate as independent entities there is a degree of governance from the Regional Office including operations management.

Under this particular brief the requirement was to fulfil a line management as Regional Operations Manager for the United Kingdom and Ireland with the focus on service performance.

The work effort involved analysis of current performance levels and subsequent improvement actions that could be implemented. This required the interaction with staff across the United Kingdom and Ireland along with countries throughout their European network.

### Services Provided

The services provided by Headland Project Management included the following.

- Project management
- Stakeholder management
- Management reporting
- Co-ordination with regional business partners
- Strategic and tactical analysis



### Our Approach

Headland Project Management were appointed as a resource to the regional management group to review and improve the current levels of service performance for DHL United Kingdom and Ireland.

The work effort required the interaction with all levels of staff within the operations group of these countries along with those in the European network who sent or received shipments from the United Kingdom and/or Ireland.

### The Outcome

The service levels provided to DHL's customers in the United Kingdom and Ireland improved as a result of the work effort undertaken by Headland Project Management and in some instances, quite significantly.

