



Best Before 23 FEB '24

FONTERRA LOGISTICS PORTAL

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BACKGROUND

Fonterra Australia aims to find a solution to enhance operational productivity within its Logistics Team by addressing existing inefficiencies in shipment planning and information exchange between multiple stakeholders. Their intention involves transitioning from manual interventions in shipment planning to an automated centralised platform providing a seamless workflow for transport operations.

PROJECT SCOPE

The current logistics process relies on manual data entry, excel spreadsheets, and intensive stakeholder communication through emails and phone calls. Extracting delivery planning sheets manually in excel and sending them to 3rd-party carriers for manual shipment arrangement is a slow and error-prone process. Booking pick-ups through the Warehouse Management System (WMS) lacks timely notifications and requires manual checks. Shipment status and Proof of Delivery documents are provided upon request through email or phone calls, leading to delays and the need for continuous follow-ups.

The project aims to address these challenges through:

- ❖ Centralised Platform for Shipment Plan
- ❖ Automated shipment creation
- ❖ Shipment information exchange
- ❖ Cumulated KPI data for analysis

SOLUTION

Fonterra's goal is to implement a platform that is fully integrated with internal and external systems within Fonterra Australia's logistics operations. The features of this platform would include:

- ❖ Shipment Planning
- ❖ Shipment Tracking
- ❖ Inquiry Tracking
- ❖ KPI Data Visualisation
- ❖ Prompt notifications



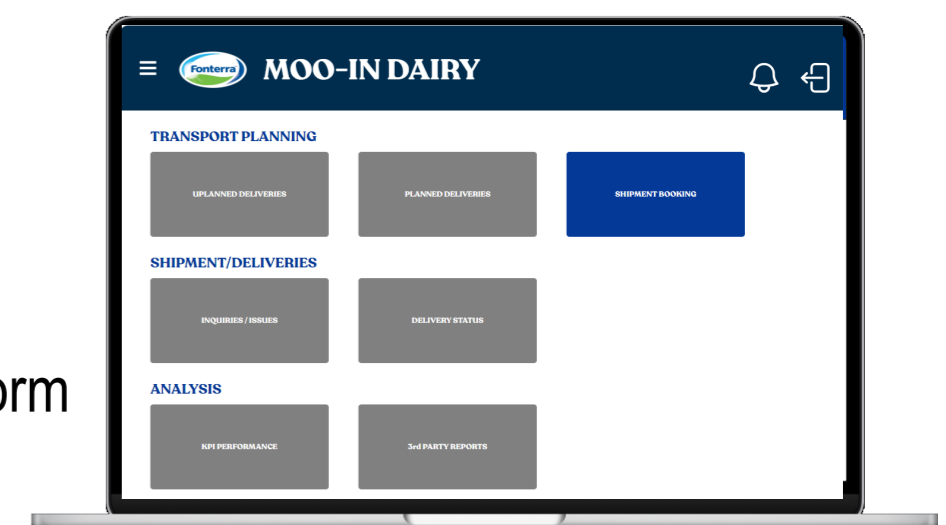
BENEFITS



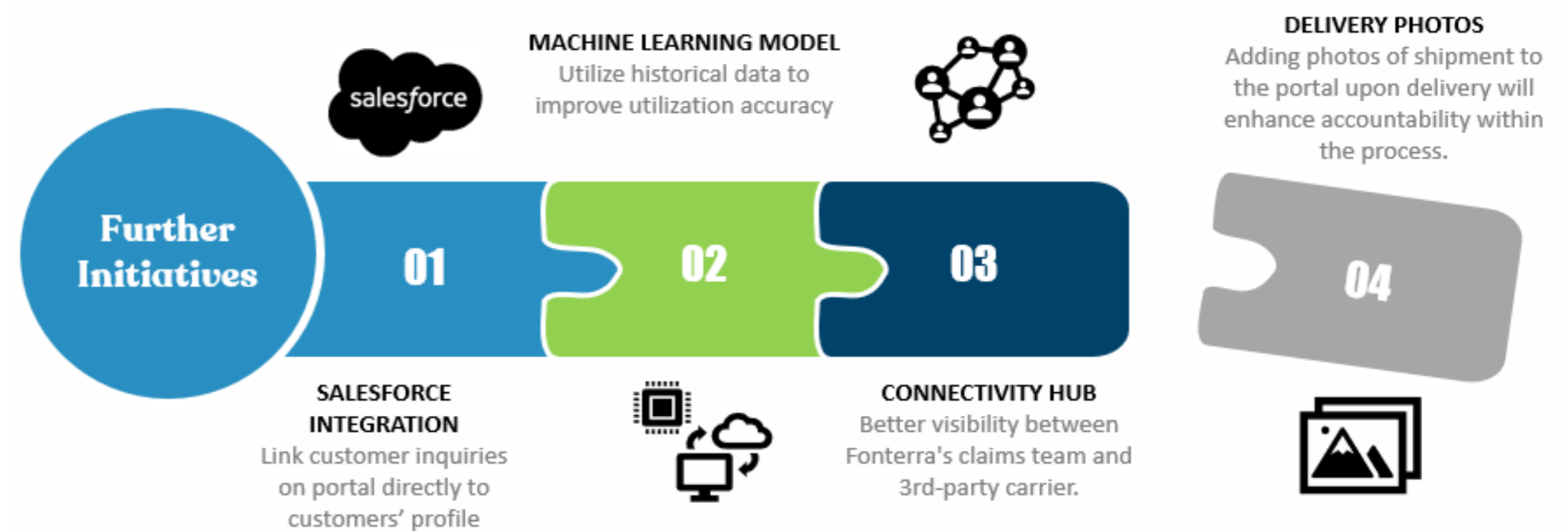
PROJECT OUTCOME

By the end of the project the following deliverables were provided to the Fonterra Australia Leadership Team:

- ❖ **Business Case** which included a thorough solution gap analysis, cost-benefit analysis, requirement traceability matrix and a project implementation timeline.
- ❖ **User Interface Prototype** of the logistics platform to demonstrate its design and functionality to stakeholders and potential users.



FUTURE WORK



ACKNOWLEDGEMENT

A special shout out to Matthew Hawking, Colleen Gates, and the rest of Fonterra Australia for guiding us through this project and providing useful insights. We also appreciate Fonterra's partners for allowing us to visit their sites. Lastly, we would also like to thank Monash University and the Gardiner Foundation for providing us this professional opportunity and facilitating lifelong skills.



For further information please visit the QR code: